

# CoachStation: Leadership, Coaching & Accountability

## REOWM Model



### Relationships

Earn the right to have any conversation

Meet regularly for formal and informal discussions

Make 1:1's a regular part of your role

Be prepared to give something of yourself

Build self-awareness and emotional intelligence



### Expectations

Must be understood, not just delivered

Ensure clarity and context in expectations

Set clear goals

Discuss team and business standards, goals and values

Be clear that these standards and expectations will be key to success



### Observations

Seek self-assessment and employee/client view

Clearly state what you have seen or observed

Provide feedback & examples

Be specific in your words, language and intention

Take ownership – rarely refer to what 'others' have observed



### Why / Impact

Discuss how and why this matters?

Explain how the discussion content/theme impacts the:

- Employee
- Leader
- Team
- Business
- Goals & Actions
- Future
- Other



### Measurement

The outputs, outcomes and results must be understood

Know what inputs and actions have contributed to the results...and what needs to be expanded, changed or removed

Accountability is most effective, accepted and understood when there is clarity in the outcomes and results

The REOWM Model is very effective when planning and conducting coaching sessions, in leadership and when holding people accountable.

It is just as effective in developing accountability based on expectations that are sometimes viewed as subjective – an agreed expectation requires accountability, whether it is tangible or intangible.