



Nick Bishop Solutions

People are people...Sport & Business united!?

Whenever we talk coaching, the discipline is academic...So too the subtle messages that we transmit.



I went to watch a professional football match at the weekend. Given that my business is very much around people and performance, I watch with interest the Managers/Coaches.

Quite a contrast. One team had a Coach who was measured in approach and praising the performance of his players...That said, where things went wrong, he would point it out!

Contrast that to the opposing Manager...Shouting and screaming at his players...Lets call them "Direct reports". I watched with interest. With a vocal crowd of a good few thousand, much of what was said was lost. On one occasion, as the Manager walked back to the dugout, I saw two players shrug their shoulders...The message had been lost and the players potentially demotivated.

Some years ago, I carried out a piece of work for a professional football team. Analysing the Coach/Manager from the dugout. And the outcome? 90% of what was communicated was critical/negative, and on most occasions without a name!? To whom was the message intended? Half time arrived and I followed the players to the dressing rooms...Lets work it out...A fifteen minute break. Three minutes spent walking on and off. A comfort break. Grab a drink and get ready for the briefing.

At best ten minutes left. A frustrated Manager takes his frustration out on the team. Some eight/nine new instructions bawled. The players return to the pitch. Some look at each other. Confusion!! Consider monthly one to ones in business. Perhaps some three/four key messages! Focus on the things that you can effect and that will make a difference!

I watched separately the referee and linesman communicate. Very subtle acknowledgements. A small hands up. Working together.

How do you support your teams...Subtle encouragement or a tirade of abuse? What are the similarities between business and sport?

Encouragement elevates talent...Criticism buries it...What are you doing?