

Be a Coach, not a Doer –

Transcript

Welcome to our digital mentor series. In this video, we will cover how you can be more of a coach and less of a doer when helping others. It is incredibly tempting to grab a learner's phone and fix the problem in two seconds, but that actually does more harm than good. To truly empower someone, you need to stay in the coach's seat. This keeps their private data secure and ensures they build the muscle memory needed to use their device independently.

To ensure you are being a coach and not a doer, keep these key points in mind:

- Hands off the hardware: Keep your hands to yourself and let the learner hold their own device.
- The power of shadowing: Sit beside them so you can see the screen, but use a pen or your finger to point at the screen without touching it.
- Verbal prompts: Use clear, step-by-step instructions to guide their fingers.
- Privacy first: Remind them that you do not need to see their passwords or private messages to help them navigate.
- Building confidence: Explain that if they do it themselves, they will remember how to do it tomorrow.

That is all for this video. Thank you for watching.