

Quality Coach Daily REMINDER

From Gatekeeper to Coach

Core Mindset

You're the person who builds an organization where teams are accountable for their own quality.
One Decision Per Day: Choose ONE interaction where you ask instead of tell, enable instead of fix.
Remember: Every conversation is a choice. Every micro-decision compounds over time.

Three Quality Coach Principles

Assumption of Capability: Teams have potential—help uncover it

Solution Focus: Shift from problem analysis to solution finding

Systems Thinking: Create systems that enable quality naturally

Before Every Interaction Ask Yourself

Am I here to give answers or ask questions?

Am I here to fix or to enable?

Am I here to control or to coach?

Instead of Telling, Ask

- ✗ You should do X ✓ What approaches have you considered?
- ✗ Here's the right way ✓ How does this align with our goals?
- ✗ Let me fix that ✓ What's your plan to address this?

Coaching Questions

What could go wrong with this approach?
How will you know if this works in xyz ?
What would happen if that service went down?
How would you debug this if it failed?
What have you already tried?

Check Your Goals

NOT: ✗ Catch every bug ✗ Be the bottleneck

YES: ✓ Teams catch issues ✓ Q-Conversations without you

Emergency Reset

Caught yourself in Gatekeeper Mode?
PAUSE. Ask: 'What's the coaching opportunity?'
'How can I help them develop capability?'
'What question helps them discover this?'
Then restart as coach.

Daily Coaching Opportunities

Meetings: Listen for risks, ask questions, connect people
Reviews: 'What's your test strategy?' not 'Where are tests?'
Incidents: 'What can we learn?' not 'Who caused this?'
Office Hours: Use questions, share patterns, build trust

Make Quality Visible

Share metrics WITH teams, not just leadership
Show trends, not snapshots
Ask: 'What does this data tell you?'
Coach: 'What should we do about this?'

Self-Retrospective / Coaching Impact

Teams conducting own retrospectives
Quality metrics on team dashboards
Engineers sharing learnings voluntarily
Teams redesigning processes proactively
Quality in planning (without you present)

Self-Retrospective / Coaching Actions

Asked 3+ questions before giving answers?
Helped team discover vs. prescribe solution?
Turned gate into teaching moment?
Connected people across teams?
Quality talk happened without you?