The best coaching opportunities are often the ones you cannot plan for. Once you’ve recognized an unexpected opportunity to coach your employees in the moment, use the five questions below to capitalize on it.

For example, if a customer calls raving about a member of your team, you can use the opportunity to reinforce a development area such as communication. By focusing on how your employee used communication skills effectively or ineffectively, what lesson he or she learned, and how he or she plans to apply this lesson, you’ve helped ensure that this success will be repeated in the future.

1) Where did you need to use X skill to get things done?

2) Where did you feel comfortable in your use of X skill?

3) Where did you feel that your X skill was not as strong as it could have been?

4) What key lesson did you learn with regard to your X skill?

5) How will you use X skill differently in the future?