Coaching a new starter through a short delivery

A delivery note shows 12 boxes. The starter counts 10 but enters 12 in the shift record. Use this five-minute coaching conversation at a quiet point before the next delivery.

Run the exercise

Ask the starter to talk through the count. Demonstrate counting each box once, entering the actual quantity received and recording the difference. Ask them to explain what the next shift needs to know.

Compare your decision

A useful observation is “We counted ten boxes and the entry says twelve.” Ask what led to the entry, then agree a second example. The starter counts a different delivery while the supervisor observes and checks the record.

Try a second check

Use the follow-up to check the skill on a fresh example. Record the observed behaviour, required standard, agreed practice and review time. Leave any operational sign-off with the person authorised by your workplace.

Check the handover

Can the starter repeat the process independently and can the next supervisor identify the follow-up?

Use this on shift

Resource page and fillable working record · Read the online guide · Course details