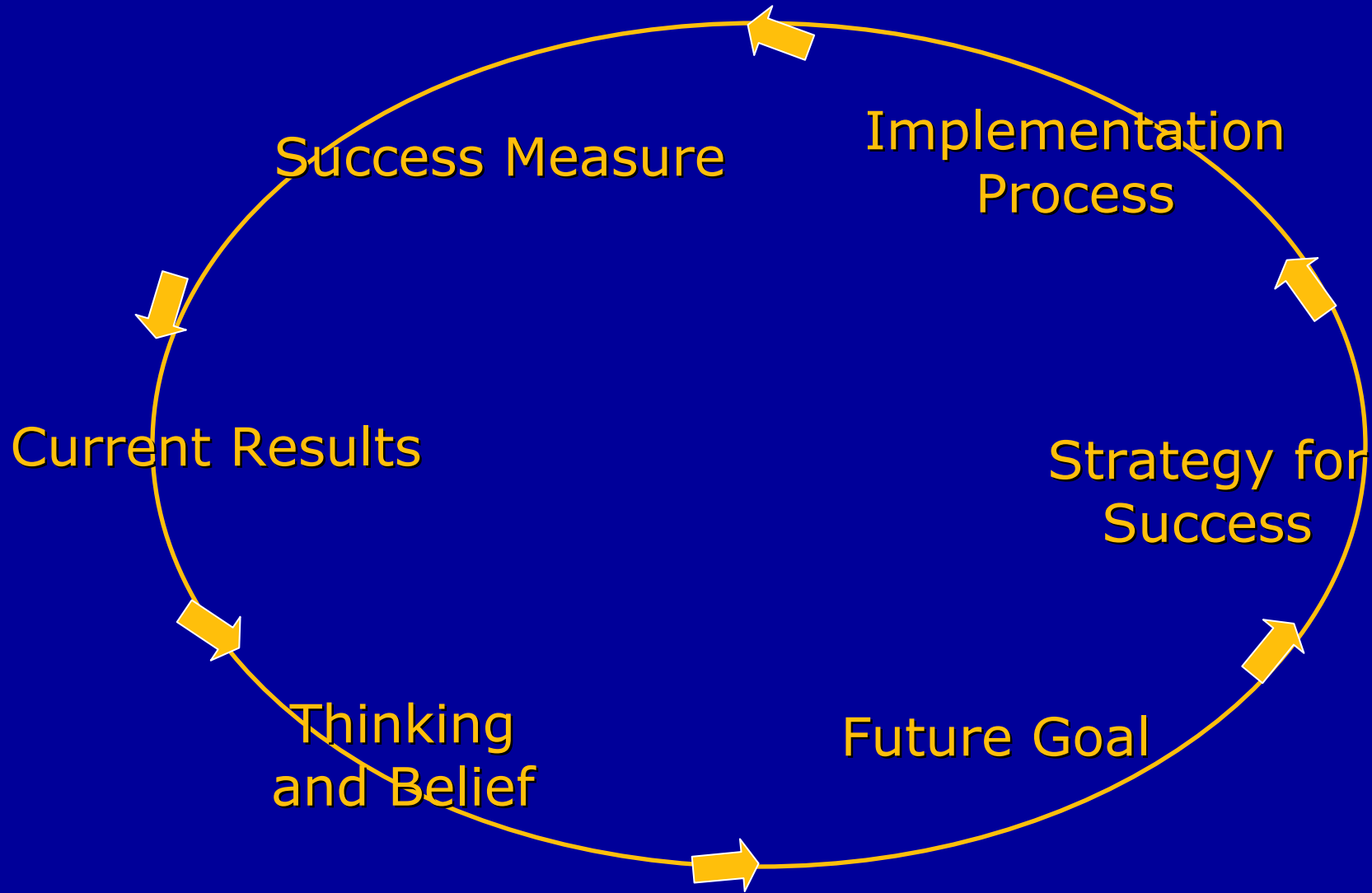


Framework for Coaching[©]



The Coaching Conversation[©]

*The conversation isn't about the work.
it is the work! David Whyte*

- Observe without judging the behavior!
- Be a 'mirror': provide the coach-ee your observations
- Ask thought provoking questions
 - Example: "What is preventing you from making progress?" "Why are other issues getting your attention first?"
- Listen carefully to their answer. Seek to understand their perspective:
Actively listen using the SuccessBuilders^{LLC} Listening Process[©]
 - **E**xplore: become curious and ask powerful questions
 - **A**cknowledge: empathy for their situation, not judgment of their behavior
 - **R**eflect: what did you hear? Where should you 'go' with the coaching?
 - **R**espond: commend, challenge, support, re-direct
- Enable movement toward the goal
 - Example:
 - "If you had more time, what else might get in your way of success?"
 - "Besides time, what would need to be true in order for you to succeed?"
 - "What concerns do you have that could be slowing your progress?"
- Seek a verbal commitment
 - Example: So I can count on your for...
- Establish follow-up plan