

A MODEL FOR COACHING

GOAL SETTING

- What is the problem and what makes it a problem?
- What are the consequences of doing nothing?
- If the problem was resolved what would be the ideal solution?

LISTEN.

- Explore alternative responses to the problem.
- Offer alternative responses if no solution is found.
- Conduct listening checks that repeat in your words what the other person has just said.

ACTIONS

- What are the options for action?
- Who is responsible for the action?
- How will the person judge if an action is working?

DEVELOP AN ACTION PLAN

- What is the best action given the judging criteria?
- What is the next step in carrying out the action?
- How will the person determine a follow-up plan?