



T O O L

Coaching Conversation Model

PURPOSE

Once you have your UBT formed and you are doing your process improvement work, there may be a need to do some individual coaching with team members who are struggling or seeking guidance. These tools provide methods for you to coach your team members to achieve maximum results.

When to Use

Use the coaching conversation model to guide your conversations when a team member comes to you for coaching.

Who Uses

Co-leads.

How to Use

Remember to use questions to pull ideas and solutions out of the person you are coaching rather than telling the team member your opinion or what you think he or she should do. It is critical to write down the action steps at the end of the conversation and to offer a follow-up meeting once the person has taken action. This allows the person to come back to you for additional coaching and for you to reinforce the team member's actions and recognize his or her commitment to trying to make a situation better.



TOOL

Coaching Conversation Model

Use these key steps to improve your effectiveness as a coach. Doing so will ensure that you and your team member agree on what is needed and your role in the process. When you have a clear goal, it will be easier for both of you to be more efficient, stay on track, and achieve a better outcome.

Coaching Process

1. Plan the Conversation

Clarify what type of conversation you want to have and what your goals are.

2. Have the Conversation

Use effective asking and listening techniques. Follow the six steps below.

3. Follow Up the Conversation

Actively follow up. The responsibility of the coach does not end when the coaching conversation is over.

KEY TIP

Remember: The better the co-lead performs, the faster you reach your goals, the more capacity is built among the team, and the more time you have to focus on other responsibilities.

Six Coaching Steps

1	Clarify Roles	What does help look like? How does your team member want you to coach or support him or her?
2	Define The Situation	What does your team member need help with?
3	Create A Vision Of Success	How would he or she know if the original problem or need was accomplished or resolved?
4	Identify Possible Solutions	Remember, solutions should come from your team member as much as possible.
5	Establish Next Steps	How will you follow up after this? What else needs to happen in the coaching relationship?
6	Evaluation Results	Did you achieve the results you wanted?

Source: Colorado Region Human Resources, <http://coveb.co.kp.org/hr> (KP Intranet only).