

# COACHING TOOLS MODULES 1-2



## G.R.O.W.. MODEL



## COACHING PROCESS



## OPEN QUESTIONS



## CLOSED QUESTIONS



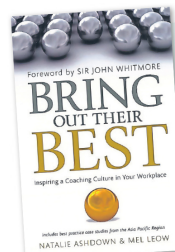
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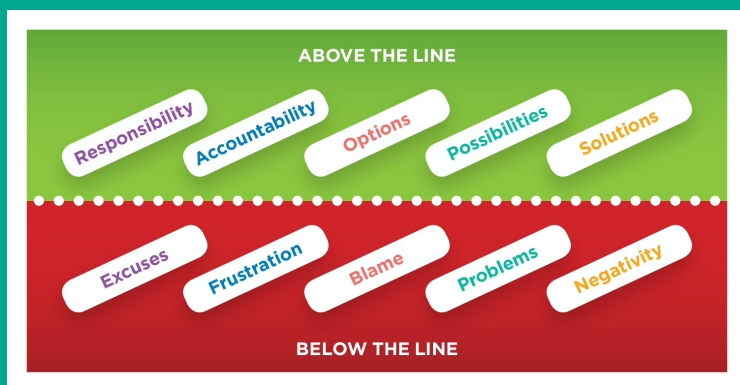


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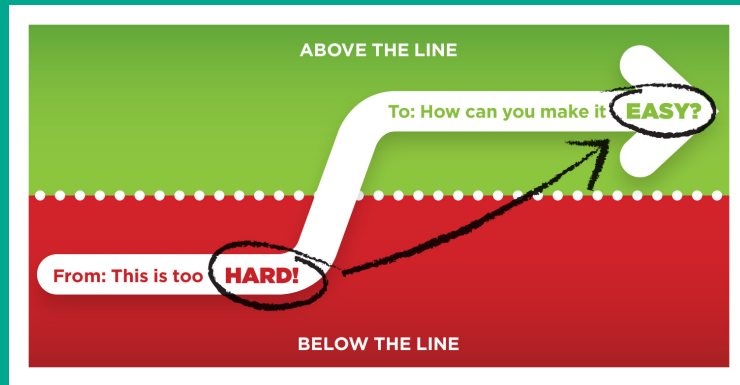
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# COACHING TOOLS MODULE 2 - 5

## ABOVE/BELOW THE LINE



## REFRAME



## NEEDS ANALYSIS



### PROUD

- What is going well?
- What have you achieved?
- What are you particularly proud of?
- How did you play to your strengths?
- What would you like to celebrate?



### CHALLENGES

- Where have you experienced challenges?
- What has been the impact of the challenges?
- How did you overcome those challenges?
- What is still outstanding?
- What strengths can you call on?



### IMPROVEMENT

- What can you focus on for continuous improvement?
- What would you like to change or do differently?
- What would be the benefit of these changes?

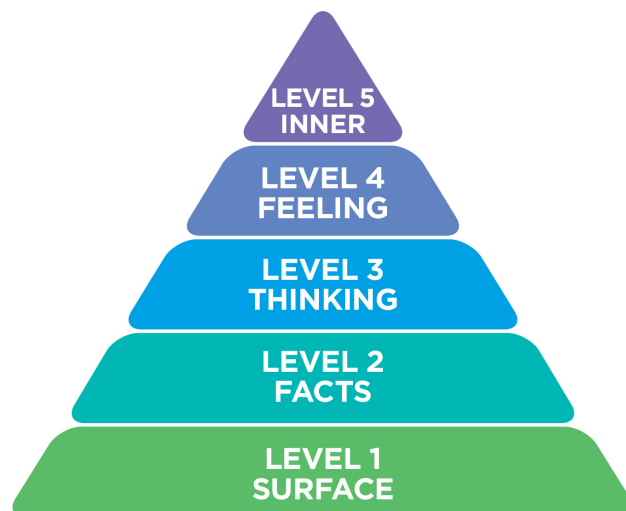


### PLAN

- What steps can you take to move forward?
- What is the plan for the next period (2 months, 3 months, 6 months)?
- What resources do you need?
- How can you leverage your strengths?
- How can I support you?

## 5 LEVELS OF COACHING

### FIVE LEVELS OF COACHING CONVERSATIONS



## SMART MODEL



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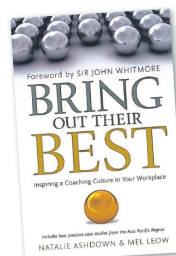
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# COACHING TOOLS MODULE 5 - 6

## E.A.R.S. MODEL



## W.D.E.P. MODEL

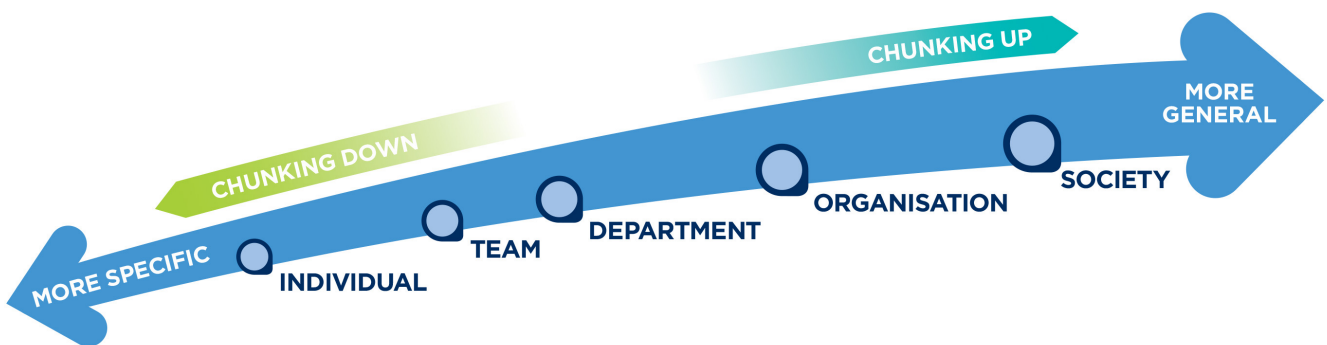


## THE MIRACLE QUESTION

**The miracle question is:** Imagine you went to bed tonight and when you woke up in the morning, a miracle had occurred and everything was as you would want it to be!

*What would you notice? How would it be?  
How would you feel?*

## CHUNKING



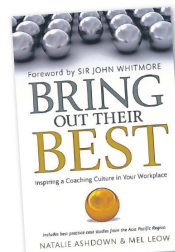
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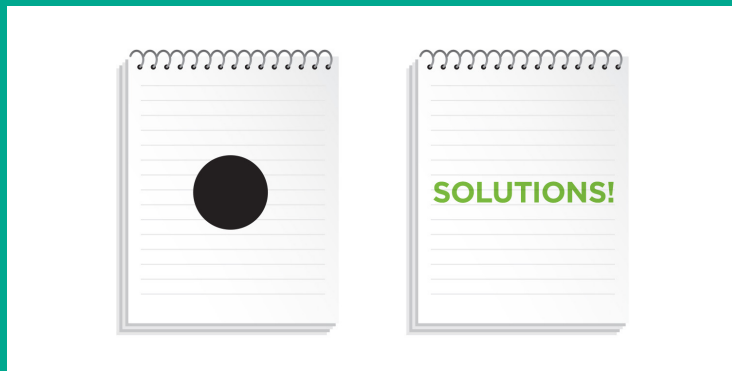


# COACHING TOOLS MODULE 6 - 7

## THOUGHT BUBBLES



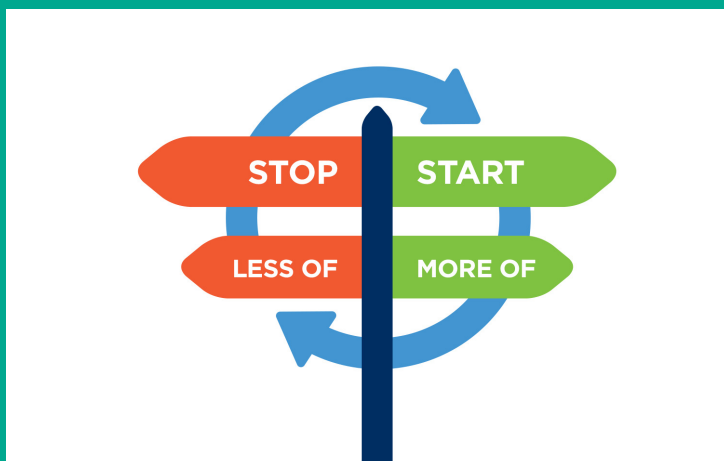
## BLACK DOT/WHITE SPACE



## COACHING POOR WORK PERFORMANCE



## MORE OF, LESS OF, START, STOP



## PERFORMANCE CONVERSATIONS

MOVE AWAY FROM	MOVE TOWARDS
Annual event	Regular conversations and a dynamic plan
Lack of preparation	The team member taking responsibility
Lack of enthusiasm	Breaking down the conversation into manageable chunks that encourages communication and trust
Unplanned discussions that are often rushed re-scheduled	Using a practical coaching framework

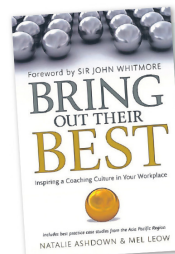
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# COACHING TOOLS MODULES 8- 9

## FEEDBACK CONVERSATIONS



### BEFORE YOU GIVE FEEDBACK, THINK ABOUT:

- Why bother with this conversation?
- What are you trying to achieve?
- Why is it important that YOU (and not somebody else) have this conversation?
- Who is the best person to have this conversation?
- What is my positive intention?

### FEEDBACK SCRIPT:

- I'd like to talk to you about... (topic, positive intention)
- I'd like to share with you...
- I've noticed that... (specific)
- I feel... (emotion)
- The impact is... / what's at stake...
- What I want is...
- I may have contributed by...
- What do you suggest?  
Or how can you move forward on this?

## ELICITING VALUES

### HOW VALUES LEAD TO RESULTS



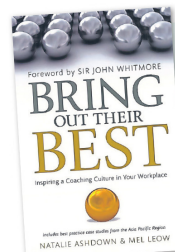
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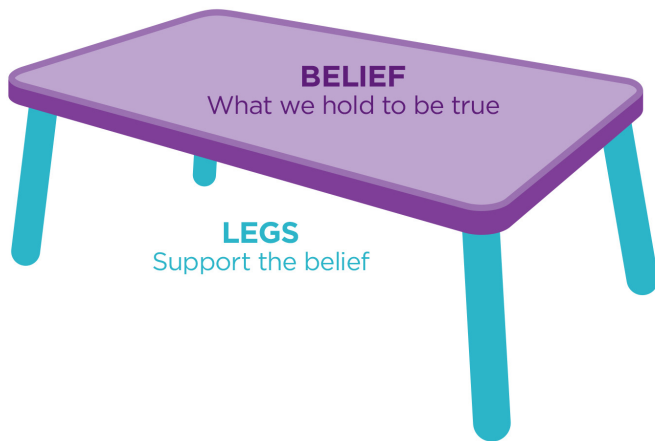


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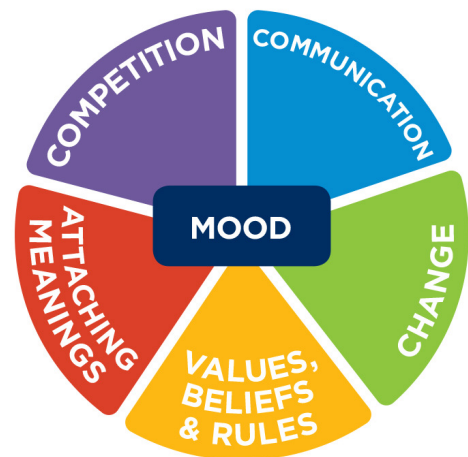
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# COACHING TOOLS MODULES 9 - 11

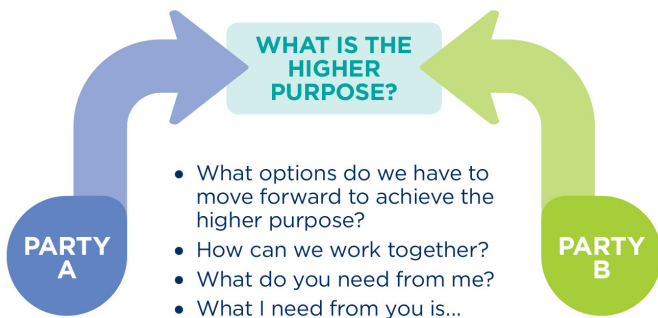
## BELIEFS



## SOURCES OF CONFLICT



## HIGHER PURPOSE

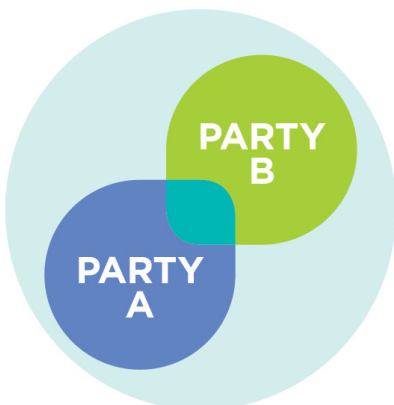


## KOTTER'S 8 STEP CHANGE MODEL



## WORKING TOGETHER

### WORKING TOGETHER



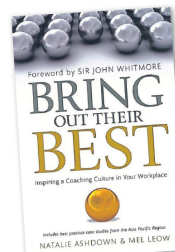
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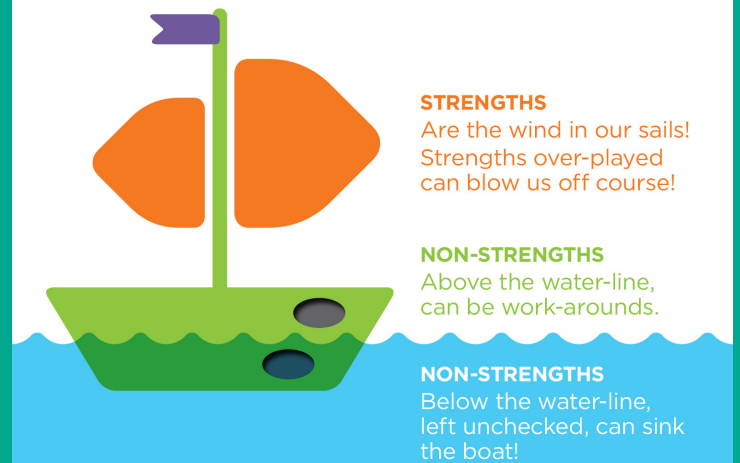
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# COACHING TOOLS MODULES 12 - 14

## STRENGTHS AND COMPETENCY



## STRENGTHS BASED COACHING



## STRENGTHS DIAL



## THE TEAM COACHING APPROACH



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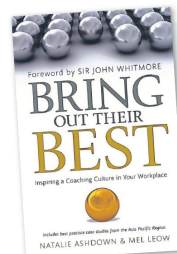
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# COACHING TOOLS MODULES 12 - 14

