

COACHING TOOLS MODULE 1-2



G.R.O.W. MODEL



COACHING PROCESS



OPEN QUESTIONS



CLOSED QUESTIONS



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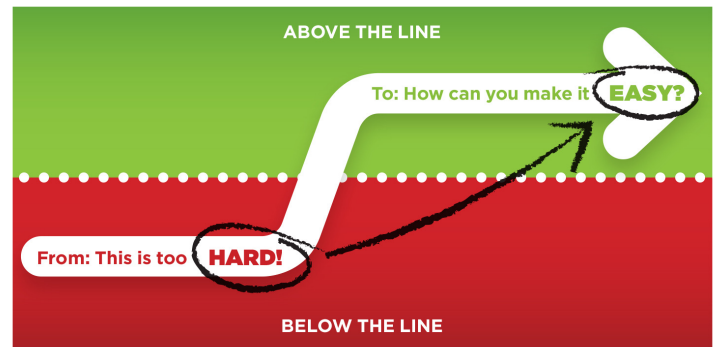
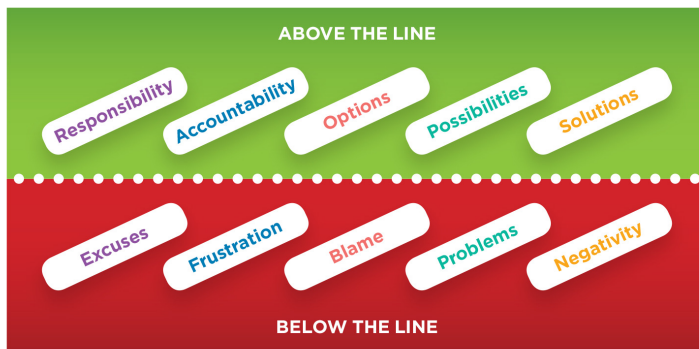
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COACHING TOOLS MODULE 2 - 5



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

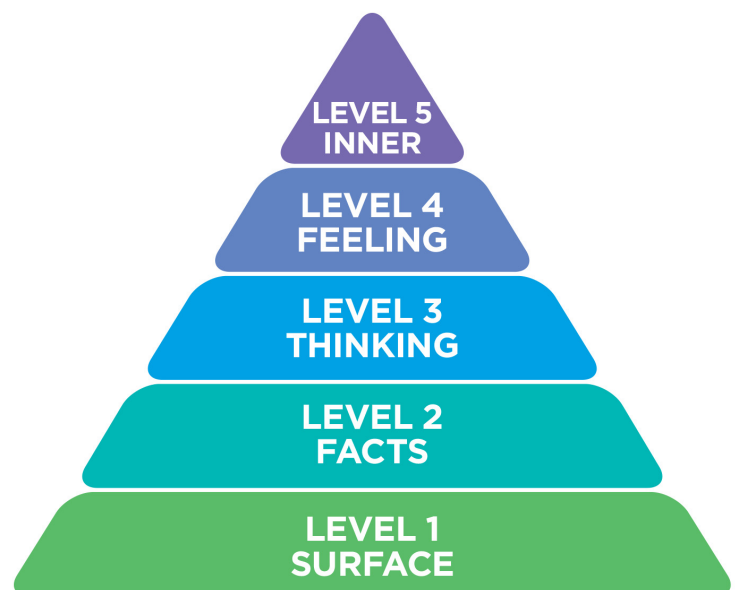
- What can you focus on for continuous improvement?
- What would you like to change or do differently?
- What would be the benefit of these changes?



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

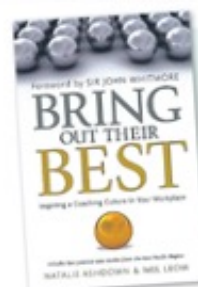


SMART MODEL



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COACHING TOOLS MODULE 5 - 6

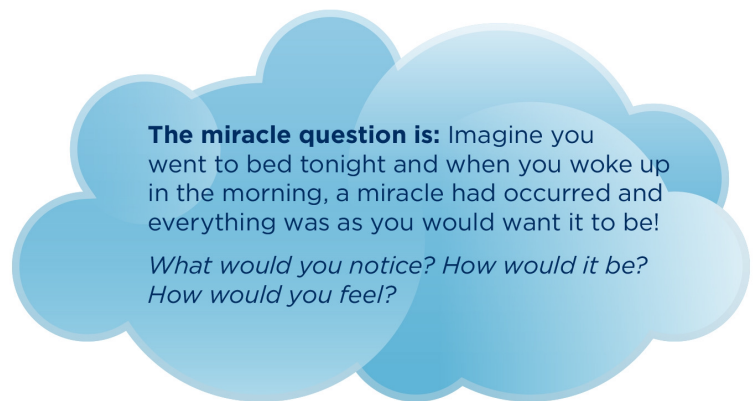
E.A.R.S. MODEL



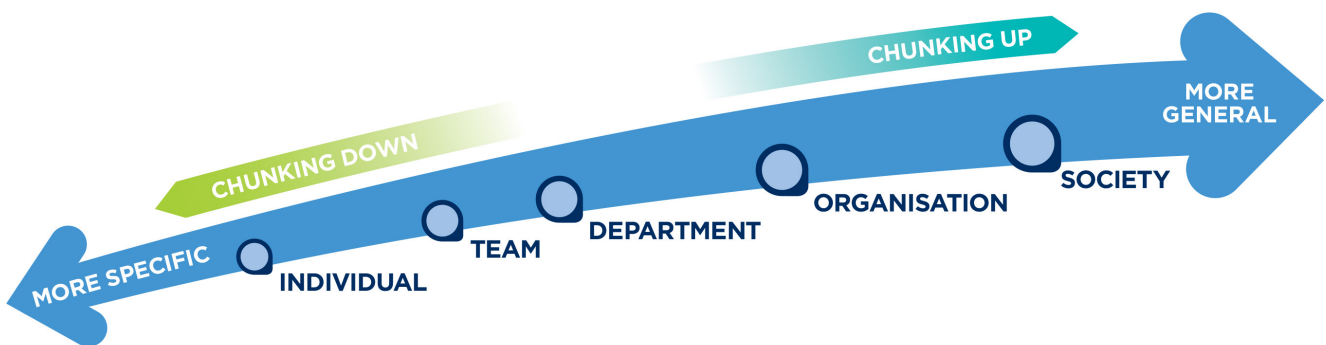
W.D.E.P. MODEL



THE MIRACLE QUESTION



CHUNKING



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COACHING TOOLS MODULE 6 - 7



BLACK DOT/WHITE SPACE



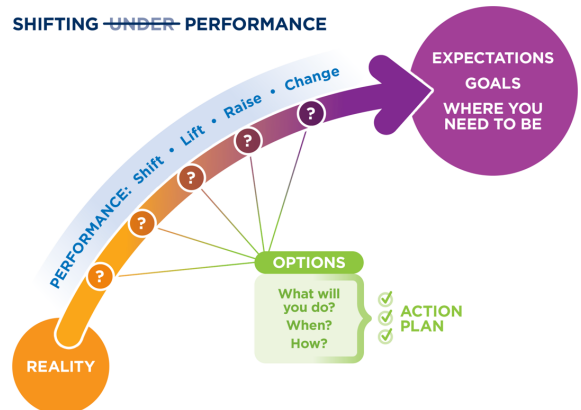
MORE OF, LESS OF, START, STOP

GOAL:	
STOP	START
LESS OF	MORE OF
ACTIONS:	

PERFORMANCE CONVERSATIONS

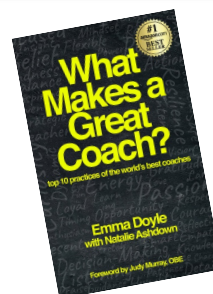
MOVE AWAY FROM	MOVE TOWARDS
Annual event	Regular conversations and a dynamic plan
Lack of preparation	The team member taking responsibility
Lack of enthusiasm	Breaking down the conversation into manageable chunks that encourages communication and trust
Unplanned discussions that are often rushed re-scheduled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

COACHING POOR WORK PERFORMANCE

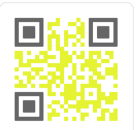


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SCAN TO PURCHASE

COACHING TOOLS MODULES 8- 9

FEEDBACK CONVERSATIONS



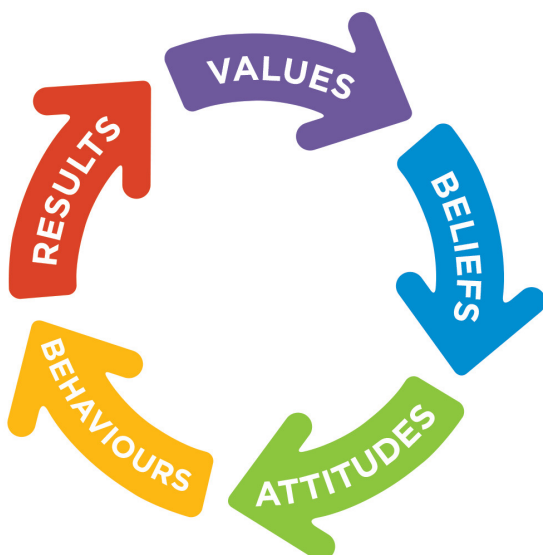
BEFORE YOU GIVE FEEDBACK, THINK ABOUT:

- 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?

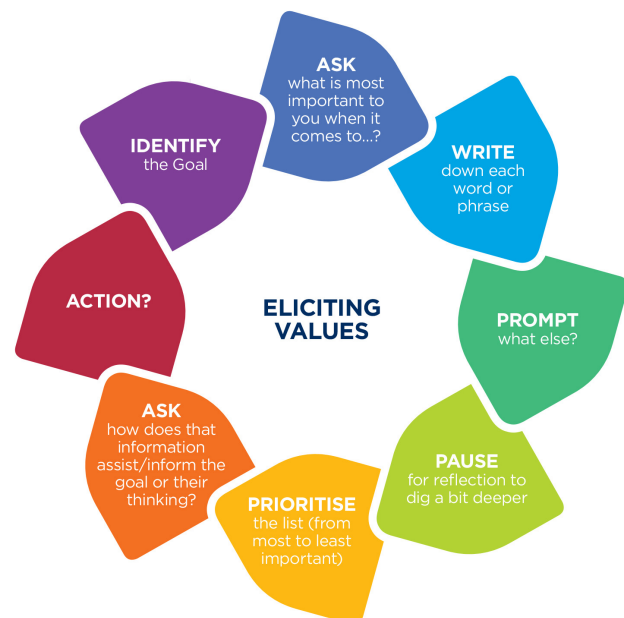
FEEDBACK SCRIPT:

- I'd like to talk to you about... (topic, positive intentions)
- 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 is your perspective? (offering right of reply)
- What do you suggest?
Or how can you move forward on this?

HOW VALUES LEAD TO RESULTS



ELICITING VALUES



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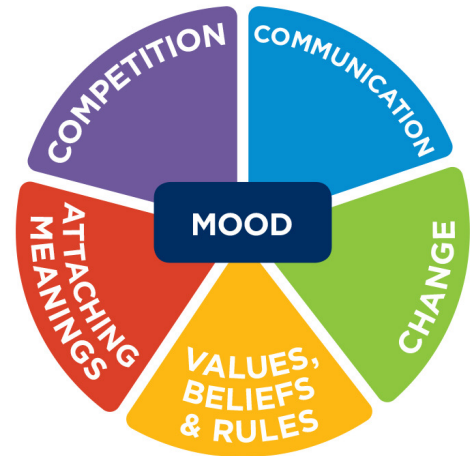
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COACHING TOOLS MODULES 9 - 11

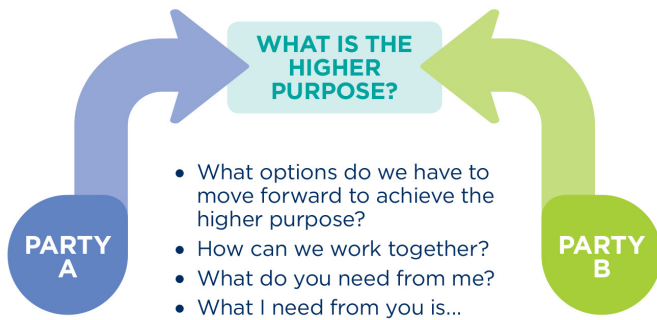
BELIEFS



SOURCES OF CONFLICT



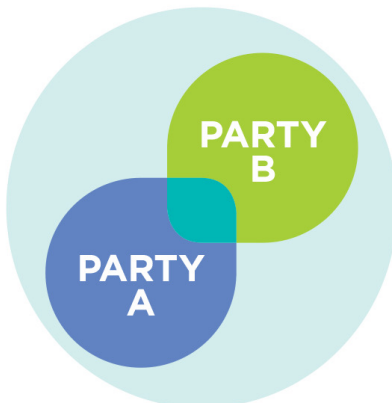
HIGHER PURPOSE



KOTTER'S 8 STEP CHANGE MODEL

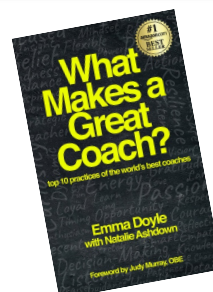


WORKING TOGETHER

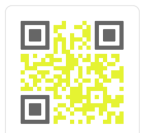


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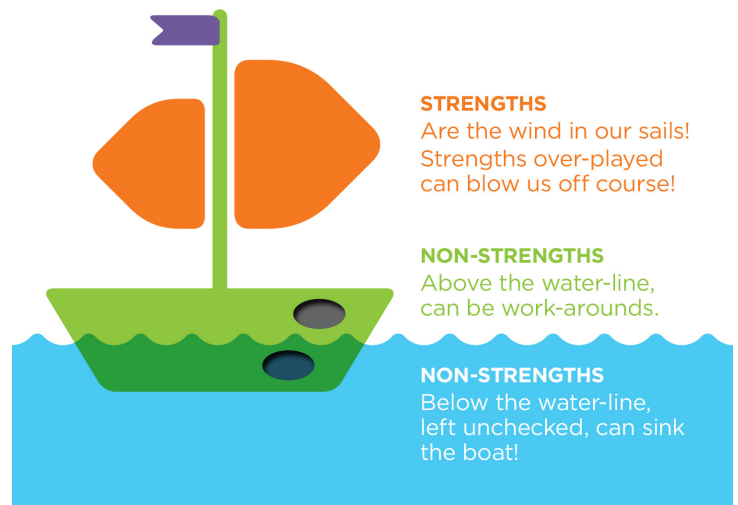
SCAN TO PURCHASE

COACHING TOOLS MODULES 12 - 14

STRENGTHS AND COMPETENCY



STRENGTHS BASED COACHING



THE TEAM COACHING APPROACH

STRENGTHS DIAL



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CACHING TOOLS MODULES 12 - 14

THE STRENGTHS-BASED COACHING PROCESS

