

The title area is decorated with several stars in pink, orange, yellow, and purple, and two orange binder clips at the top. A string of colorful triangular bunting hangs below the title.

'LITE'

COACHING SKILLS POCKET BOOK

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- The graphic of the pocket book has a teal cover with black rings on the left. The right side shows five colorful tabs: light green, orange, pink, light blue, and purple.
- **WHY COACHING?**
 - **WHAT IS COACHING?**
 - **RANGE OF COACHING APPROACHES**
 - **DIRECTIVE VS NON DIRECTIVE APPROACH**
 - **COACHING SKILLS**
 - **IMPACT OF FEEDBACK**
 - **GROW MODEL**
 - **ADDITIONAL GROW QUESTIONS**
 - **5 COACHING TIPS**



Why Coaching?



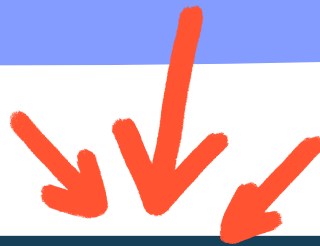
Why is coaching important ?

Enhancing capability.

Developing more self-reliance.

Contributing more effectively to the team and the organisation.

Taking greater responsibility and accountability for actions and commitments



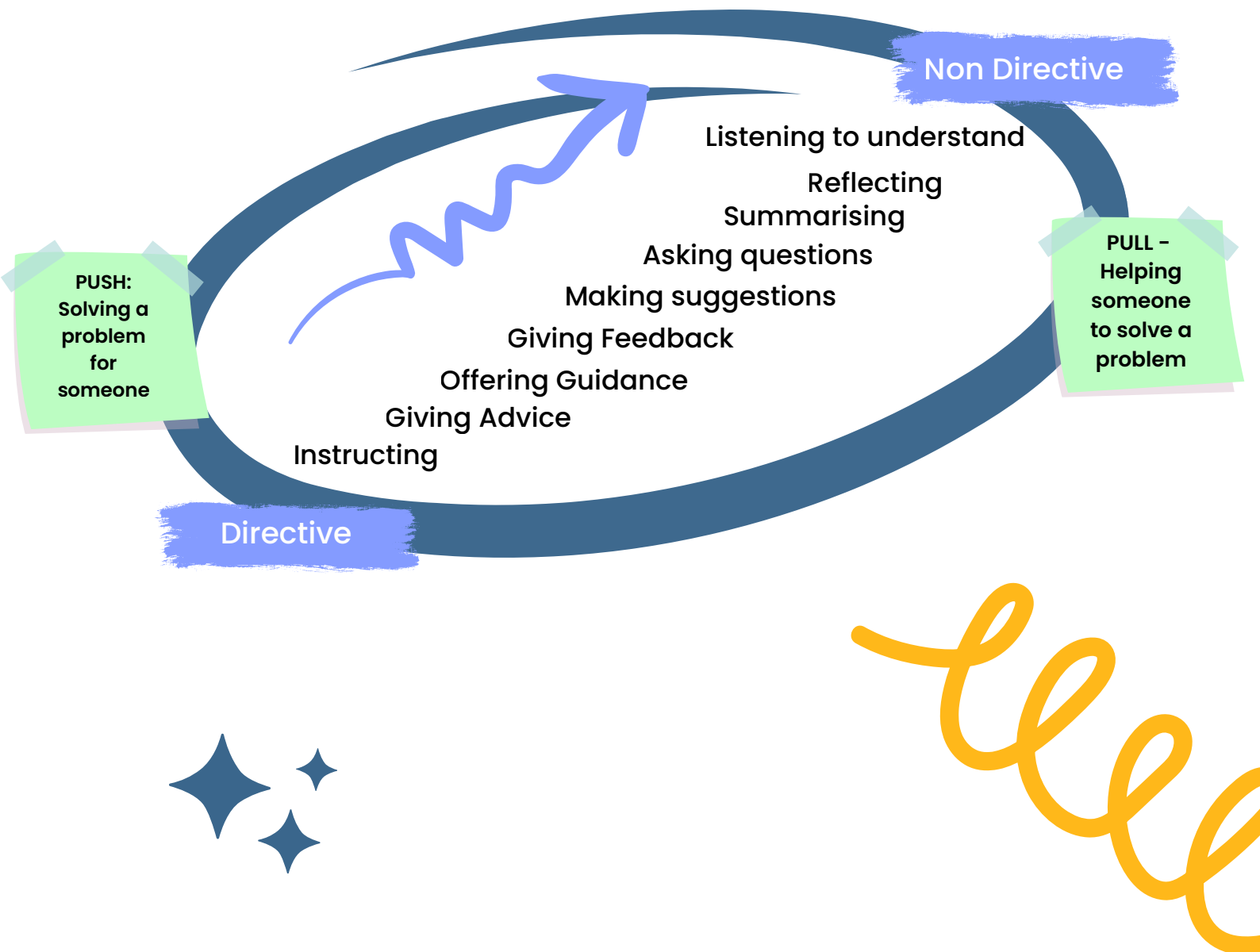
What is the definition of coaching ?

"Coaching is the art of facilitating the performance, learning and development of another"

Myles Downey



Range of Coaching Approaches



Non Directive vs Directive approach

Examples of Directive vs Non directive Language

A sneak peek into language for coaching. Neither is wrong, however depends on the person and situation. Consider a combination of questions, however seek to help person solve their own problem or gain insight through non directive language.

DIRECTIVE OR PUSH
Solving someone's problem for them

Giving explanations, answers or examples
Posing Leading questions

Tell me exactly what you did...

No, the answer you looking for is 5...

You are still behind on your tasks.
You need to get going here...

Its clear the impact is...

So that will have a positive effect...

I am not sure I agree...

I think you need to add...

This is the most important action...

NON DIRECTIVE OR PULL
Helping someone to solve their own problem

Listening
Open ended questions
Draw knowledge

It might help if you expand a little more on the situation...

Perhaps tell me how you worked the answer out...

What's stopping you from getting into action?

How would that decision impact...

What effect might that have?

Could you explain your reason for including this?

What other information do you think should be included?

What might help you prioritise your actions?...



Coaching Skills



**Building rapport and
relationship**



Listening to understand



Asking questions



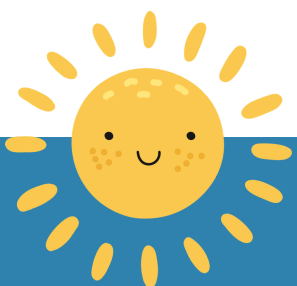
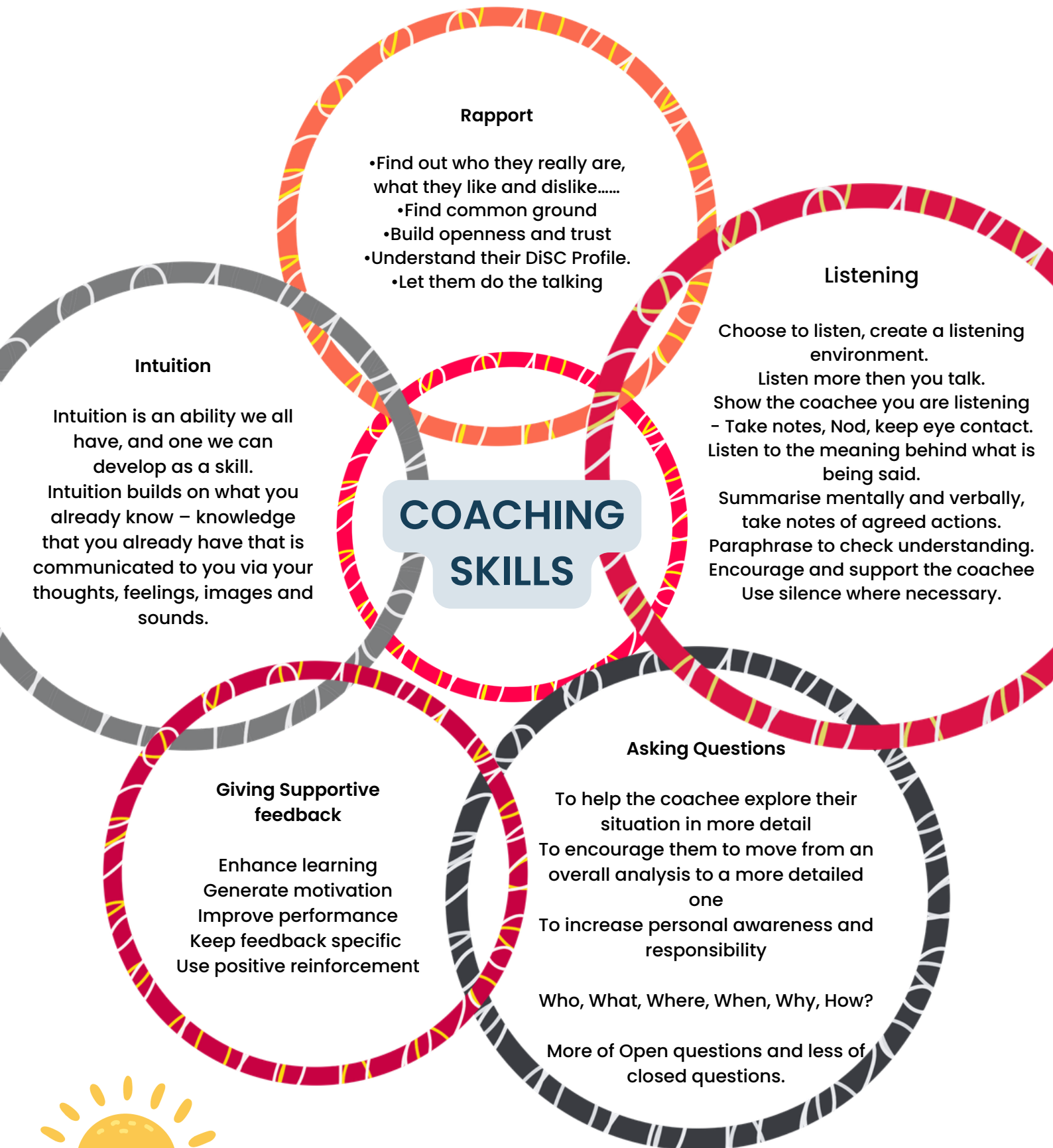
**Giving Supportive
feedback**



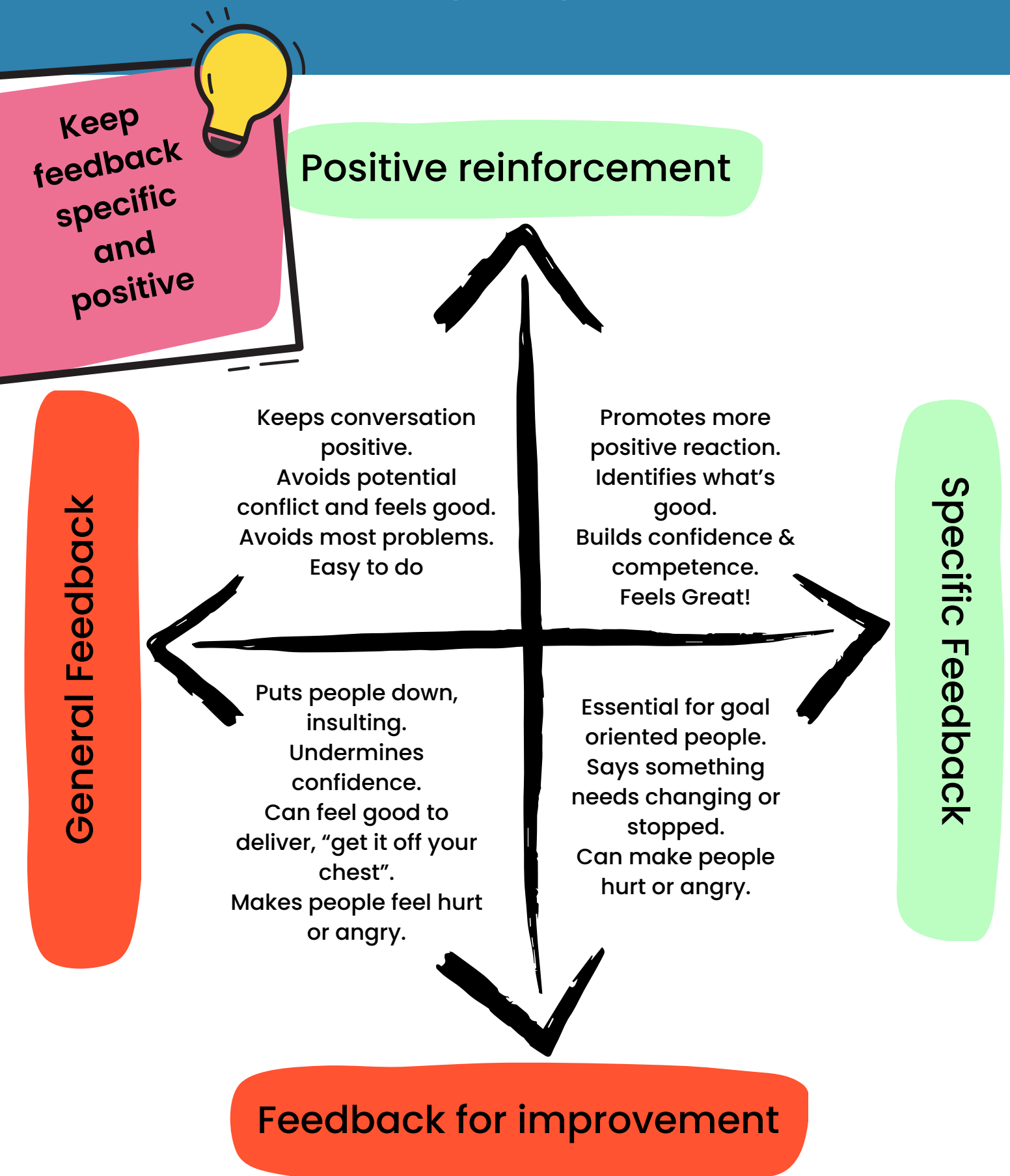
Using intuition



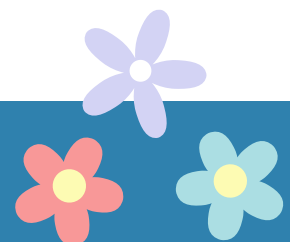
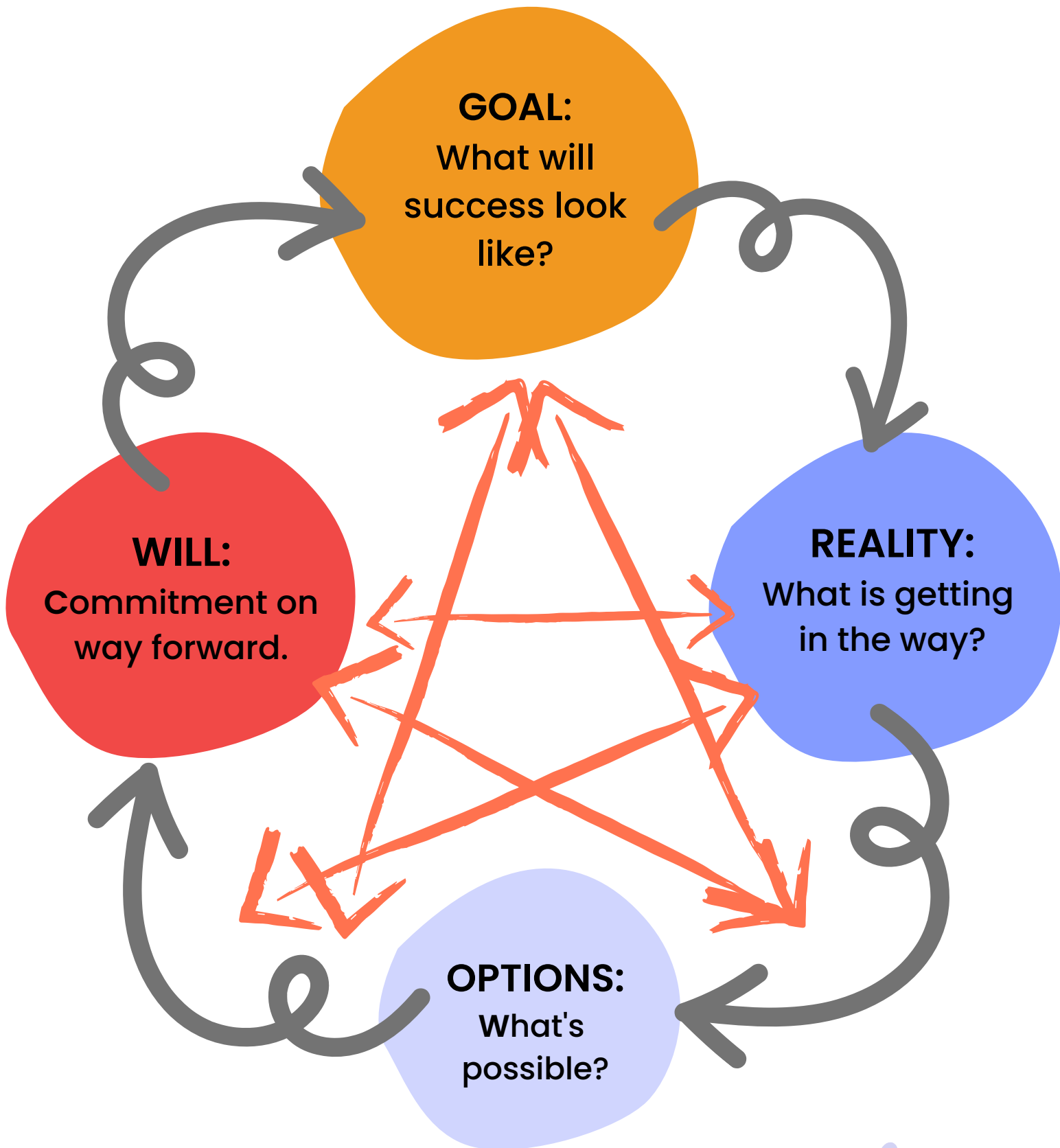
Coaching Skills

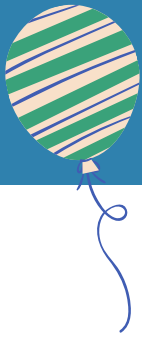


Impact of giving Feedback



GROW Coaching Model





GROW Coaching Model

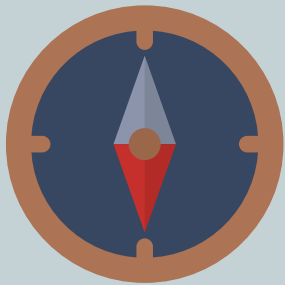
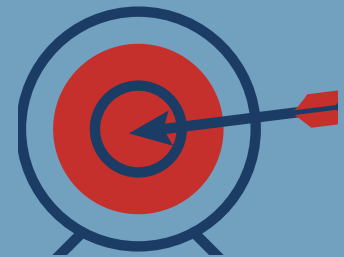
COACHING LITE

A peak into the GROW Model to help explore next steps...

The questions below are a lite aspect of the GROW model and primarily intended to prompt you, should you be stuck in moving yourself or others towards an objective/goal.

GOAL

- What goal or objective are you seeking to achieve?
- What would you like to see happening which is not happening now?
 - What benefits might come from achieving that goal?
 - What will a good outcome look like?



REALITY

- What is currently happening?
 - What effect is this having?
- Where am I now in relation to that goal?
- What is preventing me from achieving that goal?
 - What have I tried so far?

OPTIONS

- What options are available for me to achieve that goal?
 - Which of these options appeals to me most or feels best to me?
 - What are the possible obstacles?
 - Who could I possibly involve?
 - Why would I involve these people?



WILL

- What do I need to do now?
- Which of these actions will I be committing to?
- How am I going to ensure the actions are carried out?
 - What might help me prioritise these actions?
 - What other support might I need?



GROW Model Phase additional questions

Goal:

What would you like to happen that is not happening now?
On a scale of 1 to 10, how much do you want to achieve this?
What would be the one beneficial thing you could take away from today?

What goal would you like to set yourself?
How SMART is your goal?

Specific
Measurable
Achievable
Relevant
Time - bound

How can we measure if you have achieved your goal?
What does success look like?

Reality:

What is currently happening?
When does this happen?
How often does this happen? (be precise)

What effect does this have?
What other factors are relevant?
What is your perception of what is happening?
What are other people's perceptions?
What have you tried so far?

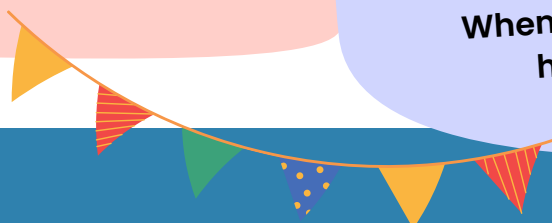
Options:

What are your options?
Which of these options appeals to you most or feels best to you?
Who could you possibly involve?
Why would you involve these people?
What are the possible ways to get their buy-in?

What possible risks are there?
What possible ways are there to communicate?
What are the possible obstacles?
What are the possible tasks & things to do?
What are the possible limitations?
What are the possible resources required?
Would you like a suggestion from me?

Will/Way forward:

What do you need to do now?
How are you going to ensure that you carry out any actions?
What other support may you require?
What might help you prioritise your workload?
How will you record what you have achieved?
When will we meet again to look at how you are progressing?



5 Coaching Tips

1

Ask more Open ended questions then closed questions

Open-ended questions lead to more detailed and thoughtful answers. Employees learn and grow most when they uncover the answers themselves.

2

Listen

The employees are likely to have a lot of input, questions, and feedback. Encourage them to share their opinions.

3

Understand their perspective

When coaching to improve performance and engagement, approaching things from their perspective will help with seeing the changes and results.

4

Clarify and agree the next steps

Be sure to clearly define and outline what needs to happen next. This will ensure you are both on the same page.

5

Coach in the moment

If an employee comes to you with a question use the opportunity for learning. If you're not able to stop what you're doing right away, schedule time with them as soon as possible to go over it.



NOTES

