Coaching Conversations Guide

OBJECTIVE

To equip leaders with a framework and effective strategies for conducting impactful coaching conversations that foster personal and professional development and empower employees to achieve their goals.

This template is flexible and can be adjusted based on the unique dynamics between the manager and employee. Coaching should be given often to employees and peers to create a culture where everyone grows, learns, and talks openly.

ASSESS THE SITUATION

Nature of the Issue: Is it related to skill gaps, behavior, performance, or development?

Urgency and Impact: How immediately does the issue need to be addressed, and what is its impact on the team and organization?

Employee's Awareness: Is the employee aware of the issue or the need for development?

DETERMINE THE OBJECTIVE

Clearly define the purpose of the coaching. Coaching is a developmental process focused on helping an individual achieve their personal or professional goals. It's about facilitating learning, growth, and problem-solving.

- Long-term Growth: Use coaching to help someone grow their skills and potential over time.
- Solving Problems: Coaching is great when someone needs to figure out solutions on their own.
- Enhancing Performance: When there's a chance to do better, even if everything's already okay, coaching can help.
- Career Growth: For anyone looking to advance their career or change roles, coaching is the way to go.

FUEL MODEL

Coaching is a valuable tool for employee development and empowers employees to define the path forward.

F - Frame	**F**rame the conversation
U - Understand	**U**nderstand the current state
E - Explore	**E**xplore the desired state
L - Layout	**L**ayout a success plan

SAMPLE

Frame the Conversation: "Thank you for taking the time to meet today. I want to discuss your current role as operations manager and how we can work together to enhance your leadership skills and our department's performance. My goal is to support your professional growth and ensure our team meets its objectives."

Understand the Current State: "Let's start by talking about how things are going from your perspective. What challenges are you facing in managing the operations team? How do you feel about the team's current performance and productivity levels?"

Explore the Desired State: "Given the challenges we've discussed, what changes would you like to see in the coming months? What specific leadership skills are you interested in developing to help achieve these changes? For example, improving communication within the team or enhancing decision-making processes could be areas to focus on."

Lay out a Success Plan: "Based on our discussion, let's outline a plan that includes specific actions and milestones. This could involve leadership training workshops, regular check-ins with me for personalized feedback, and setting up a mentorship with another senior leader. We'll also define clear metrics to measure progress towards the improvements you've identified. How does that sound, and what support do you need from me to make this plan successful?"

CLOSING OUT A COACHING SESSION

Schedule Follow-Up: Determine a date and time for a follow-up meeting to review progress on the action items and address any new challenges. This keeps the momentum going and shows your ongoing support.

Ask for Feedback: Invite the coached employee to share their thoughts about the session. This can include what they found most valuable, any areas for improvement, and how they feel about the coaching process. This feedback can help you refine your approach for future sessions.

Thank and Close: Express gratitude for the coached employee's time, openness, and effort during the session. End the meeting on a positive note, reinforcing your belief in their ability to achieve their goals.