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| **Advanced Coaching Applications – Review of Steps in Coaching Conversations** |
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| Step | Description & considerations | Questions |
| Identify purpose | * May be identified before conversation
* Restate, clarify and refine topic
* Common purposes may be planning, reflecting and/or problem-solving (Lipton & Wellman, 2003)
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| Build rapport | * Put personal mindset aside
* Identify, empathize with & validate emotions and perceptions
* Use trust building behaviors (Covey, 2006)
* Respond to nonverbal cues
* Practice committed listening (Cheliotes & Reilly, 2018)
* Demonstrate powerful speaking (Cheliotes & Reilly, 2018)
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| Set goal | * Consider outcomes
* Discuss indicators of success
* Gather, review, and analyze data
* Reframe when needed
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| Create plan | * Brainstorm and examine
* Identify, assess, and compare factors relating to outcomes
* Outline sequence and plan of action
* Highlight opportunities to build capacity
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| Analyze & reflect | * Reflect on change in feelings and perceptions
* Discuss effectiveness of conversation structure
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