|  |  |  |
| --- | --- | --- |
| **Advanced Coaching Applications – Review of Steps in Coaching Conversations** | | |
|  | | |
| 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) |  |
| 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) |  |
| Set goal | * Consider outcomes * Discuss indicators of success * Gather, review, and analyze data * Reframe when needed |  |
| Create plan | * Brainstorm and examine * Identify, assess, and compare factors relating to outcomes * Outline sequence and plan of action * Highlight opportunities to build capacity |  |
| Analyze & reflect | * Reflect on change in feelings and perceptions * Discuss effectiveness of conversation structure |  |