



4-STEP COACHING PROCESS AND SKILLS

30-MINUTE, 1:1 SESSION

“Coaching is something we do *with* people, not *to* people.”

—Ken Blanchard

1 Prepare and Plan for a Focused Session!

What is **priority** focus area or goal of conversation? Performance? Behaviors? Leadership? Career?



DOCUMENTATION

Keep a coaching log and folder for each employee.

Priority Focus Area / Goal / Purpose of Coaching Session:

2 “Frame” the Conversation 5 MINUTES

PART 1: Build rapport, positivity and professional engagement

PART 2: Set the agenda (time) – focus area/ goal/purpose

PART 3: Gain agreement to discuss area and ask for any additions



TIP Use ‘parking lot’ tool to capture their additions & manage topic

FEEDBACK

Feedback is not coaching; however, effective coaching conversations include feedback.

3 Ask Great Questions and Active Listen 15 MINUTES

80/20 RULE: Employee speaks 80 percent, Manager speaks 20 percent

Ask, mostly, open-ended questions:

- **What** and **How** questions often yield most information

Expansion phrases stimulate rich dialogue:

- Tell me more about... • Please explain...
- Help me understand... • Can you provide examples...?



TIP Take notes during session, using *their* words or *key phrases*

COACH SMART

Specific/
Measurable
Achievable
Relevant
Time bound

4 Co-create Next Steps 10 MINUTES

Establish 1 or 2 concrete actions, or plans, that will lead to success

Set milestones to measure progress and to offer support

Schedule 1:1’s for alignment, commitment, and mutual responsibility



TIP Require employee to:
1) Write down actions
2) Email them to you ASAP!

STEVE RUDOLPH COACHING

Creating energized & effective workplaces... *one leader at a time*