

COACHING DIALOGUE OUTLINE

Before the Discussion

- Consider ability, resources, and attitude
- Intentionally create a safe space for the coaching by having a positive and helpful attitude
- Clearly define the desired outcome

Opening

- Use the CAR (circumstance, action, result) format as a good objective opening
- Emphasize that this is a dialogue

Discover and Share

- Set all assumptions and preconceptions aside, and listen without judging
- Be open to influence
- Share information clearly without trying to “win”
- Include a discussion of both facts and feelings

Possible questions to ask:

- ⇒ *What obstacles are you facing?*
- ⇒ *What feelings are present?*
- ⇒ *Have you faced a challenge like this before? If so, how did you deal with it?*
- ⇒ *Do you see any patterns here?*
- ⇒ *If circumstances were perfect, what would the situation look like? Is there a way to create those circumstances?*

Develop solutions

- Brainstorm as many solutions as possible without limitation
- Then, discuss options in terms of what is best for the group, team, or organization
- Allow the coachee to come up with as much as possible

Agree

- End the discussion with an action plan and summary
- Ensure that the coachee creates and/or supports the action plan as much as possible
- Connect the action plan with the initial desired outcome
- Consider ability, resources, and attitude
- Make sure the action plan is SMART (specific, measurable, attainable, relevant and time-bound)

Close

- Check the relationship
- Summarize the benefits of the behavior change
- Express confidence in the agreement and coachee