

## What is Coaching?

Coaching is about helping people realize their potential and helping them to learn rather than teaching them. Good coaches ask lots of questions and encourage people to experiment with new behaviors and approaches, moving them forward to achieve their goals. They believe that their clients are whole, creative, and resourceful. Clients have the answers within themselves. It is just a matter of shining a spotlight on what is most important, and the attitudes/beliefs that are getting in the way.

## The GROW Coaching Model

<b>Goal:</b>	Agree on objectives – What do you want?
<b>Reality:</b>	Assess the situation – What is happening?
<b>Options:</b>	Discuss all the possibilities – What could happen? What can you do?
<b>Way Forward:</b>	Commit to a plan of action – What will you do?



**Ask Open-Ended Questions:** Questions that can't be answered with a simple "yes" or "no" and encourage speakers to say whatever they are thinking.

**Use Active Listening Skills:** A tool for enhancing communication, allowing you to be sure that you have really understood the facts and the feelings that others are trying to convey to you. Active listening also enhances relationships.

- Use body language to indicate that you are listening to the speaker, i.e., face the speaker with an open, slightly inclined posture.
- Screen out other noise and focus exclusively on the speaker.
- While listening, mentally review the speaker's points to see if you understand them.
- Ask for clarification.
- When the speaker pauses, give an acknowledgment such as "Uh-huh" or "I see" or "That's interesting."
- When the speaker has completed his or her major points, paraphrase them to see if you understood them correctly.

## Sample Coaching Questions

### Goal Stage: Agreement on the objectives for the coaching session.

- What is your objective? What would you like to achieve?
- What is the time frame for achievement?
- What would you like to have happen that is not happening now?
- How will this be of value to you?
- What do you want to accomplish in this coaching session?

### Reality Stage: Assessment of the current situation.

- What happens now? How do you know this?
- What led up to this situation?
- Why are you concerned about the situation?
- What do you have control over?
- Who else has control over the outcome of the situation?
- What actions have you taken so far?
- What has been the impact of your actions? How do you know this?
- What obstacles need to be overcome?
- What resources do you have now?
- What other resources do you need? How will you get them?

### Options Stage: Evaluation of all possible courses of action.

- What are all the different ways in which you might approach this situation?
- What else could you do?
- If you could start all over again, what would you do differently?
- What are the advantages and disadvantages of the options we have discussed so far?
- What do you think is the best option?
- How do you feel about that option?

### Way Forward Stage: Commitment to a course of action.

- Which option or options do you think you will pursue?
- To what extent does this option meet your objectives?
- How will you know if you are successful?
- What do you need to do to get this done?
- What will your next steps be?
- When exactly are you going to get started?
- What challenges or potential pitfalls do you foresee? How will you handle them?
- What kind of personal resistance do you have to taking these steps?
- What kind of support do you need and from whom? How can I support you?