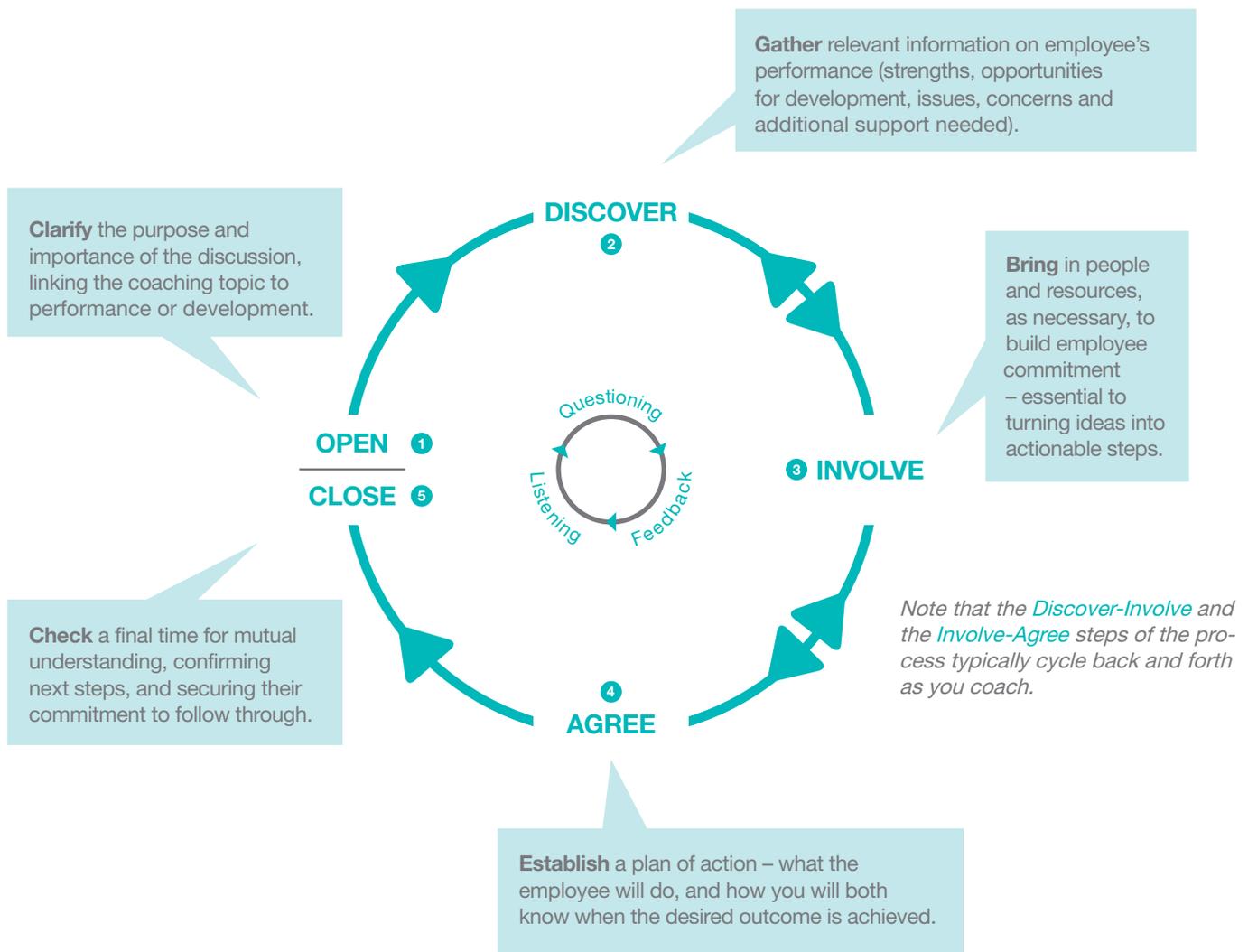


The Coaching Model Process

At its core, coaching is the process of facilitating insight and helping others enhance their effectiveness in a way that they feel supported. Coaching happens one conversation at a time. The model below is a coaching process and that can help a leader facilitate a meaningful conversation. Sample language is included on the next page. The model is fluid and intended to guide, not restrict the conversation.



! You may remember this model from your PDX session. Connect back to your notes and additional materials to support you in your coaching conversations. This is a great opportunity to connect back with your cohort members as well.

Coaching Conversation: Sample Statements/Questions

PERFORMANCE				
<p>OPEN with...</p> <ul style="list-style-type: none"> • I'd like for us to talk about the ABC project and how it's going. • We're meeting to look at the opportunity to improve communication between you and the workgroup. • I'd like to discuss the opportunity to improve your (insert specific skill, knowledge, or ability here). 	<p>DISCOVER using...</p> <ul style="list-style-type: none"> • Tell me more about what's going on. Who else is involved? • What concerns do you have? • What have you tried so far? • Where do you feel you are being successful? • What areas of improvement would you like to address? • What might be the impact of your actions/decisions? 	<p>INVOLVE using...</p> <ul style="list-style-type: none"> • What ideas do you have to make this situation better? • What could you do differently next time to get better results? • What outcome would you like to achieve? • What steps are you taking to make sure you meet your objectives? • What are your challenges? • Who can you partner with to complete the task? • How can I best support you? 	<p>AGREE using...</p> <ul style="list-style-type: none"> • Based on what we discussed, what will be your next steps? • Who do you plan to involve? • Which steps are definite and when do you plan to have them completed? • What are your plans for communicating these agreements to the stakeholders? 	<p>CLOSE with...</p> <ul style="list-style-type: none"> • Let's review the actions we've agreed on. • Thank you and know that your efforts are appreciated. • Here's how I'm going to follow through with my responsibilities to support you. • Let's confirm how you plan to follow-up with me. • When can we meet next?
DEVELOPMENT				
<p>OPEN with...</p> <ul style="list-style-type: none"> • Let's take a look at your development opportunities. • Have you thought about what (skill track, certification, etc.) you'd like to pursue? • What growth opportunities do you see for yourself within the County? 	<p>DISCOVER using...</p> <ul style="list-style-type: none"> • What areas of development have you thought about for your current or future position that you may want to pursue? • What skills would you like to learn or enhance? • Have you thought about where you'd like your career to be in one to three years? What skills and knowledge do you need to get there? 	<p>INVOLVE using...</p> <ul style="list-style-type: none"> • What various options are available to get you started on those new or enhanced skills (internal/external resources)? • What can you do or who can you contact to find out more about job positions we've talked about? • What information about the positions might be available internally? 	<p>AGREE using...</p> <ul style="list-style-type: none"> • What next steps will you take toward these opportunities? • Who will you contact first to get more information? • What resources will you focus on? • What approaches do you think will be most effective? • What notes will you enter now in your Performance Development Plan? 	<p>CLOSE with...</p> <ul style="list-style-type: none"> • Let's review the actions we've agreed on. • Thank you and know that your efforts are appreciated. • Here's how I'm going to follow through with my responsibilities to support you. • Let's confirm how you plan to follow-up with me. • When can we meet next?