

Coaching Conversations

Norms:

- Be present
- Listen without judgment
- Paraphrase what the other person says
- Ask clarifying questions to build understanding
- Ask open-ended questions to guide reflection
(Avoid advice giving)
- Make an action plan together

Flow*:

CONTEXT: What's up?

- *What is going on? Tell me more.*
- *Who? What? When? How? Why?*

CONTENT: Why does it matter?

- *What are your hopes? What are your fears?*
- *Why is this important to you? How does it impact others?*
- *What assumptions are you making? What beliefs intersect with this dilemma?*

CHOICES: What are the possibilities?

- *What have you already tried? How did it go?*
- *What other strategies might you try?*
- *What personal strengths can you build from?*
- *What can you learn from others?*

CONDUCT: What do you want to do?

- *What's your gut about the first step to take?*
- *What other ideas do you want to try?*
- *What support(s) will help you implement your ideas?*
- *When and how should we reconnect to see how it's going?*

*Adapted from the Greenwich Leadership Partners Coaching Framework

