

GROW – your role at each stage



As coach, your role is to help clarify the GOAL

Help the coachee to set and articulate goals

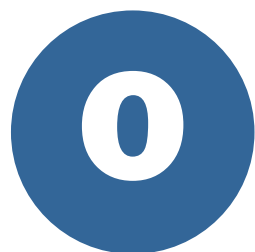
- Help the coachee to set clear goals and identify what they would like to achieve
- Agree areas for discussion in this session



Your role is to help them understand what is happening now / gain insight

Let them tell their story. Get a clear picture of what's actually happening, when it happens, what the effects are and what they have tried to do about it so far.

- Clarify the issue / situation
- Invite self assessment
- Determine current impact
- Provide observations + feedback
- Determine future implications



Help them to find out what is possible

- Generating options
- Assessing options

Get the coachee to describe an *ideal* outcome and encourage exploration of a range of ways this may be able to be achieved.

- Brainstorm many options. Assess pros and cons.
- Coaching is about helping the coachee find a way forward. Only offer your ideas after you have pushed them hard to come up with their own.



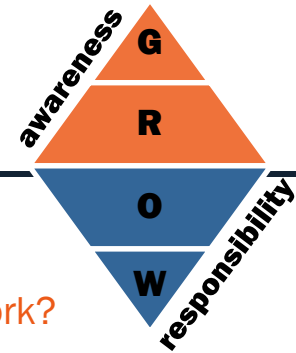
Help them determine a way forward & commit to best actions

Convert the discussion to a decision.

- Help the coachee determine a way forward
- Identify possible obstacles to overcome.
- Work out what they are actually going to do
- Work out what support they need.

GROW Coaching Model

Classic coaching questions



Goal

- What problem are you trying to resolve?
- What could we work on that would make a big difference at work?
- What do you want to achieve from this conversation?

Reality

- So what is happening now? What have you done about it so far?
- How is this impacting you, others? How does this make you feel?
- If things don't change, what is likely to happen?
- What are the key barriers to improving this situation?

Options

- What would the ideal outcome look like? What difference would this make?
- What ideas do you have to achieve this? What else could you try?
- Who else could give you another perspective?
- What actions have you taken in similar situations?
- What are the pros / cons of these options? What option are you most drawn to?
- If the preferred option isn't possible, what would be the next best thing?

Way Fwd

- What do you think is the next step? What is the smallest thing you could do to move forward? What are you going to do? When?
- What obstacles might you face? How can you overcome them?
- Who needs to know? What support might you need?
- What is the best way for us to follow up on this?