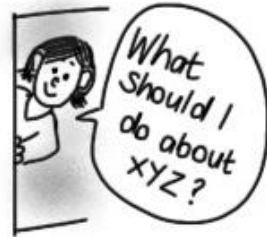


A simple version of Coaching

Simple version of COACHING

A team member comes up to you and asks ...



- 1 Don't answer it!
- 2 Ask "What do you think you should do?"
- 3 Ask "Do you think that is the best way forward?"
- 4 Ask "So what are you going to do now/next?"

The person who asks questions is in control ...

... and helps people with their thinking

By doing more asking than telling we can build more awareness, responsibility + self-belief in others

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A simple version of Coaching

The concept

A simple application of coaching to a typical scenario in the workplace – staff coming to you, as their Manager, and expecting you to answer a question for them. A question, which you believe that with a little effort on their part, they are likely to be able to answer for themselves. So when a staff member comes up to you and asks ‘What should we do about XYZ?’:

Don’t answer it – We know that is the temptation, because solving problems is what you get paid for isn’t it (or is it)?

Ask “What do you think you should do?” – to which they actually need to think and come up with a way forward.

Ask “Do you think this is the best way forward?” This just pushes them a little bit further to stand behind their solution.

Ask “So what are you going to do now/next?” They now have to commit to an action.

Why it’s useful

Coaching doesn’t necessarily need to be time-consuming activity. Applying ‘coaching’ to day-to-day situations where you are viewed by staff as the ‘problem solver’ enables you to potentially break a cycle of dependence which, over time, empowers your staff and grows their capability and confidence. Ideally it also frees up your time to focus on other matters!

How/when to apply it

If a situation emerges where a staff member asks you such a question – looking for an answer from you – you will need to ask yourself the question: Do I believe the answer lies within them? If the answer is ‘yes’ then give it a go! If you believe that they do not have sufficient knowledge, information or experience to answer the question then you make take a different approach.

