

Good Conversations: Using a Coaching Style

The manager must think of their staff 'in terms of their potential not of their performance... to get the best out of people we have to believe the best is in there.'
John Whitmore, Coaching for Performance

*If you **take time to coach staff to come up with their own solutions, it will save you time** in the long run as they will become less reliant on you. It will build trust and confidence and is an excellent development tool.*

Being able to use a coaching style is an essential skill for managers as it helps us to maximise an individual's:

- performance
- capability
- motivation

Using a coaching style involves:

- very little 'Telling'!
- loads of Active Listening
- great open questions
- summarising

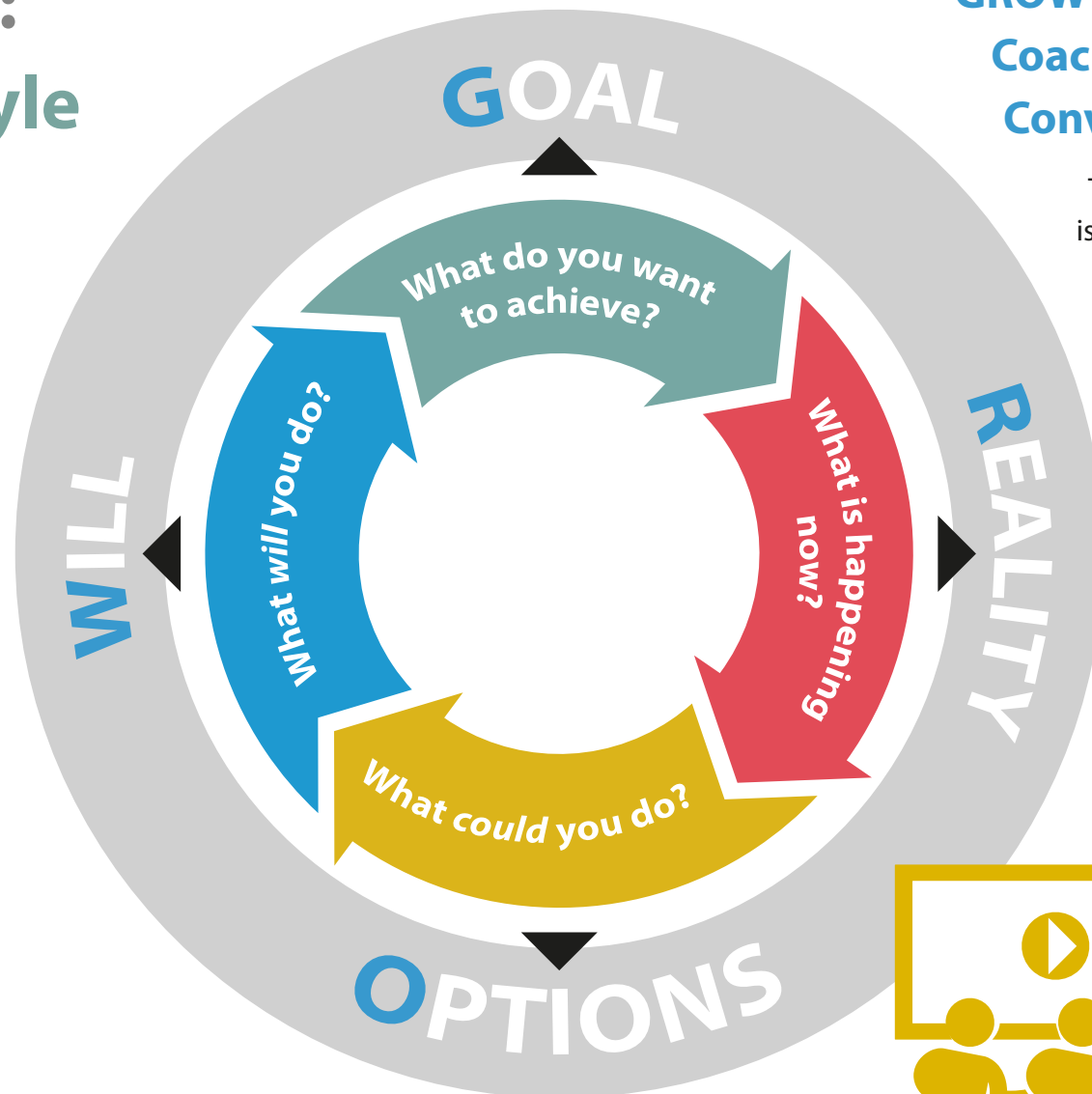
Coaching Conversations can be:

- 10 mins long
- 2 hours or
- anywhere in between!

What is the difference between a 'cosy chat' and a coaching conversation? In a coaching conversation, the 'coachee' always goes away with clear actions

GROW Model for Coaching Style Conversations

The Grow Model is a simple tool to help structure a coaching conversation



For a useful clip describing how to use Grow, take a look at:-
<https://www.youtube.com/watch?v=6LmjV2R9qSo>

To watch a demo of a short coaching conversation, try:-
<https://www.youtube.com/watch?v=6f3X2PEsV-Q&t=331s>
or
<https://www.youtube.com/watch?v=mlbybdOx2Ew>