



How to Conduct a Spontaneous Coaching Conversation – Basic Guidelines

How Can We Recognize “Coachable Moments” in the Workplace?

- ❑ When a another person (a potential coachee) seems to be:
 1. Facing a seemingly, significant and current priority
 2. The priority can be an issue or problem or also an exciting goal
 3. There probably is no specific “procedure” for addressing the priority
 4. The other person seems open to receiving feedback about the priority
- ❑ You, the coach, believe there’s a possibility for a rapport with the person

How to Conduct a Coaching Conversation at Work

1. You initiate the focused, coaching conversation
 - E.g., “Perhaps I can be helpful with some feedback, e.g, by posing a few questions, to explore the situation with you?”
2. You show genuine interest in the other person and how it might be addressed
3. You use your coaching questions to help the other person explore his/her:
 - Perceptions about the situation
 - Assumptions about the situation
 - Conclusions about the situation
 - Options to address the situation
 - Commitment(s) to address the situation
 - Learnings from the coaching and the situation
4. You affirm the other person’s participation in the conversation

When Is Coaching Not the Best Option in the Workplace?

- ❑ If you expect the other person is to achieve a specific result, using a specific process, by a specific time – using the same approach anyone else would use
 - NOTE: If you are their supervisor and want a specific outcome, and are willing to let your employee select the process to produce that outcome, then coaching is very appropriate (it’s actually very good delegation 😊)
- ❑ If you don’t feel there’s any possibility for a rapport with the other person
- ❑ If the other person very quickly gets defensive or irritable with you during questioning
 - In that case, you should learn from the situation, and polish you coaching skills.