

Practical Edge Training Coaching Conversation Guide

A practical framework for productive coaching conversations.

Employee: _____

Date: _____

Purpose of the Conversation

What is the goal of this discussion?

1. Open the Conversation

Build rapport and explain the purpose.

Notes:

2. Ask Open-Ended Questions

Examples:

- What do you think is going well?
- What challenges are you facing?
- What support would help you succeed?

Notes:

3. Listen Before You Advise

Summarize what you heard before offering suggestions.

Key Takeaways:

4. Explore Solutions Together

Possible solutions:

- 1.
- 2.
- 3.

Chosen approach:

5. Agree on Action Steps

Employee commitments:

Manager commitments:

6. Follow-Up

Next check-in date: _____

Success measures:

Manager Reminders

- ☐ Listen more than you speak
- ☐ Ask questions before giving answers
- ☐ Focus on behavior, not personality
- ☐ Encourage ownership
- ☐ End with clear action items

Reflection After the Conversation

What went well?

What could I improve next time?
