

COACHING CONVERSATIONS CHEAT SHEET

Strategy

Tentative Language

Phrasing that's open, flexible, and non-dominating.

Plurals

Intentionally choosing words that refer to more than one thing or idea when asking questions or making statements.

Positive Intentions

Assuming/trusting that others are acting with good motives, even when there's a problem.

Personality



Utilizing what you know about the coachees color to match their preferred communication style.

Visuals



Bringing items or materials that are helpful to support the conversation.

Curiosity /Empathy



Be curious first. Where might this behavior be coming from? Why might this person be acting this way?

Examples

- "What could you do...?"
- "What might be some reasons...?"
- "What else might you consider...?"

- Things
- Strategies
- Reasons
- Ways
- Some

Instead of this:

- "Why are you always late?" or "You need to get it together."

Say this:

"I know you're capable of more consistency than what I've been seeing lately. What's been throwing things off?"

Wait Time



Intentional silence between questions and answers to allow processing and thoughtful responses—resisting the urge to fill the space with your own thoughts.

Tone



The tone of your voice can have a positive or negative impact on the way the information is received. Be cautious of how your emotions impact your tone.

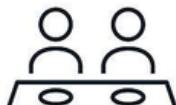
"And"



Replace the word "but" with "and". Using "but" will negate everything that was previously said.

Seating

Best



Better



Not Recommended



COACHING CONVERSATIONS PRACTICE

Feedback Received:

- “He is a good operator”
- “Great operator, shitty laborer”
- Always dives in and works hard, but at times it seems like he ‘knows everything’ and doesn’t really take the fall if it doesn’t pan out.”
- “You need to find a shovel/rake that fits his hand. Says he doesn’t mind manual labor, but is the last to jump in sometimes.”
- Definitely can carry a good work ethic, just likes to take the easy route and hops in a damn machine any second he can.
- “Less SnapChat”
- “Gets told a list of things to get done and if any of those things involve a machine he will skip all the labor steps and go straight to the machine.”
- “He needs to step in more and look at SnapChat less.”
- “More and more throughout the time his willingness to actually put forth effort on manual labor tasks has been slipping away and doesn’t give a full effort towards it or try.”

What patterns/themes of strengths and growth areas do you notice in this feedback?

Strengths

Growth Areas

Use the information to help form potential coaching questions for your next conversation.

Possible Coaching Questions:

