

## COACH™ Observation Learning Prompt

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Use this sheet to capture your observations as you watch the video demonstrating the COACH™ process in action

Process Phase	Questions to Consider	Notes
<b>Connect</b>	<ul style="list-style-type: none"> <li>How did the conversation leader transition to the topic?</li> <li>What did the leader do to make the other participant comfortable?</li> </ul>	
<b>Observe</b>	<ul style="list-style-type: none"> <li>Who was the first one to provide observations?</li> <li>How did the leader balance her approach to ensure the participant could offer her thoughts?</li> </ul>	
<b>Alternatives</b>	<ul style="list-style-type: none"> <li>Did the leader start with her own alternatives or ask the participant to provide some first?</li> <li>How did the leader summarize the options and help determine the direction?</li> <li>Do you think the leader had a hard and fast answer in mind when she started the conversation?</li> </ul>	

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<b>Clarify</b>	<ul style="list-style-type: none"> <li>Why was the Clarify step important for the participant?</li> <li>What did this step allow her to do?</li> </ul>	
<b>Hold Accountable</b>	<ul style="list-style-type: none"> <li>How did the leader confirm the approach for moving forward?</li> <li>Was there anything unclear about the participant's ideas about how to be accountable? How did the leader get more clarity?</li> </ul>	