

COACH™ Observation Learning Prompt

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

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

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