

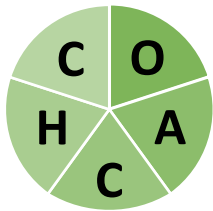
COACH™ Process Overview TandemTool™

Share this tool with a team member to explain the leadership coaching style, your roles, and how you will partner to use it.

Your Role: build self-awareness of your strengths and growth opportunities, brainstorm ideas for future actions, and hold yourself accountable to take action, learn, and make change.

Your Supervisor's Role: actively listen, use powerful questions & messages to help you gain self-insight & confidence, help identify potential ideas for future action, and help you hold yourself accountable to take action and make change.

When to Use the COACH™ Process with your Supervisor:



- Achieve a professional goal or aspiration.
- Try new possibilities, continually grow and reach new levels of performance.
- Improve performance to meet expectations and standards of practice.
- Learn from an in-the-moment situation to reinforce or adjust performance/behaviors for future effectiveness.

Let the COACH Process Guide Your Coaching Conversations

Phase	Supervisor (Coach)	You (Coachee)
Connect	<ul style="list-style-type: none"> • Identify the outcome or objective for the conversation. 	<ul style="list-style-type: none"> • Clarify the objective for the conversation if needed so you know what is expected.
Observe	<ul style="list-style-type: none"> • Understand the person's story, perspective, and feelings about the situation. • Share your observations and data. 	<ul style="list-style-type: none"> • Share your perspectives on the situation so you have a shared understanding of what you have done and actions you are considering.
Alternatives	<ul style="list-style-type: none"> • Explore possible options from which to choose the action(s) that will help the person make progress against the goal. 	<ul style="list-style-type: none"> • Identify options for how to address the situation. • Take accountability to identify options instead of solely relying on your supervisor to tell you what to do.
Clarify	<ul style="list-style-type: none"> • Check in with the person for self-insights and discovery. 	<ul style="list-style-type: none"> • State what you have learned from the conversation so that your insights guide your actions toward your goal.
Hold Accountable with Action	<ul style="list-style-type: none"> • Assist the person to identify the actions, time frame and resources needed to make progress against the outcome for the discussion. 	<ul style="list-style-type: none"> • Hold yourself accountable to take action and make progress towards goals. • Identify who will be on your accountability team to help you achieve success.