

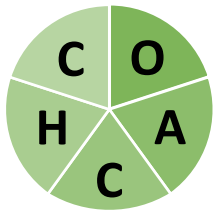
## COACH™ Process Overview TandemTool™

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