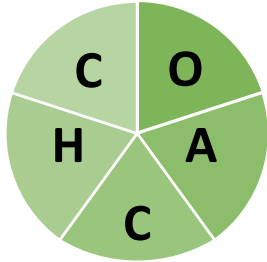


Phases of the COACH™ Process Summary

Use this conversational framework to build strong and trusting relationships.



The COACH™ process will enable you to have effective coaching discussions with your team members, colleagues, and supervisor.

Phase	Description	Tips
C onnect	<ul style="list-style-type: none"> Establish rapport and identify the outcome for the conversation. 	<ul style="list-style-type: none"> Be aware of how you show up for the conversation. Others can feel your energy from 10 feet away. Articulate a positive and actionable goal.
O bserve	<ul style="list-style-type: none"> Understand the person's story, perspective, and feelings. Share your observations. 	<ul style="list-style-type: none"> Offer 1-2 meaningful observations. Use behaviors vs. judgements. Be direct and kind.
A lternatives	<ul style="list-style-type: none"> Brainstorm 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"> All ideas are good ideas. Ask the person to write down the ideas to keep track and stay focused. Shift thinking from one right way, to multiple best ways to approach a situation.
C larify	<ul style="list-style-type: none"> Check in with the person for self-insights and learning to help inform what actions to take. 	<ul style="list-style-type: none"> Give space for the person to articulate their insight. This will lead to greater clarity in action and accountability.
H old A ccountable w ith A ction	<ul style="list-style-type: none"> Identify the actions, time frame and resources needed to make progress against the outcome of the discussion. 	<ul style="list-style-type: none"> Shift from owning the actions to empowering the person to act and take ownership.