

A Simple Coaching Approach

A 4-step method to coach for change and results

There are many methodologies and models for coaching and developing your people, and a lot of the leaders I have worked with have found it somewhat daunting. It can be confusing taking into account all of the different approaches and figuring out how to apply them and what you should actually *do*!

- ✓ So I have based my coaching process with leaders over the past 15 years or so on a straightforward model. It's simple, logical, understandable and engaging – and it works!

In its simplest form there are 4 steps to the model:

1. Observe
2. Feedback
3. Commitment To Action (CTA)
4. Accountability and Follow-up



Let's take a brief look at each of the steps.

1. Observe

Observing is about seeing your team members in action so you can decide exactly **what** you want to coach your team member on and understand **how** they currently perform the action. Its about the behaviours and actions you need to focus on in your coaching to drive the results and outcomes you both want to achieve.

2. Feedback

Is the actual coaching conversation. This is the dialogue between you and your team member, where you discuss **what** happened, **why** it happened that way, what needs to change and **how** they will do it differently.

3. Commitment to Action (CTA)

A coaching session needs to culminate in a Commitment To Action. Reaching agreement with the person you are coaching and gaining their commitment on exactly what they will do and when they will do it is critical.

4. Accountability and Follow-up

When people make a commitment to take action they need to be accountable for their commitment. This is not about success or failure, its about making a genuine effort in line with the commitment they made. Your job as coach is to follow-up with them to provide further feedback and support.

Before we breakdown the key elements of coaching in coming Leadership Minutes, take some time now to consider what outcomes you should see from effective coaching sessions.

Take action now:

Use the worksheet and list what you believe are the key outcomes from an effective coaching session. You can also ask your team members to do the same and then share your views.

