

STEPPING INTO YOUR ROLE AS COACH

Identify the Opportunity



Not all conversations are an opportunity to coach. How can you spot the “green flags” that encourage you to step into a coaching role? Your clients, colleagues and staff may be presenting you with opportunities to lead co-creatively. What signals do they send?

Here are indicators that you are facing a coaching opportunity:

I'm feeling frustrated because ...

I can't seem to get through to ...

I don't know how to deal with (colleague's name)

I'm not very good at...(ex: leading presentations)

What should I do about...

I'm confused about...

I don't understand why...



Why not “WHY”?

Rarely is it useful to use a “why” question in coaching due to its accusatory tone. “Why” may also shift the focus of your conversation to the problem at hand rather than on finding solutions. **Example:** *Why is it so hard to get past this?* Vs. *What will help you get past this?* Avoid “why” questions until you gain experience, and then you may find “why?” can occasionally help - but only with perfect timing.



Create the Opportunity

Managers who want to take the first step towards co-creative leadership at work might consider an open-door policy to support and discuss workplace challenges, and then seize the opportunity to ask the powerful questions.

Great leaders schedule time for this activity to take place ... and it does.

Ask Powerful Questions



The most effective type of question to use in collaborative conversations is a simple, direct, open-ended question. Open-ended questions might begin with Who, What, When, Where or How.

Consider using these types of questions in your conversations:

Who will you ask to help you with this?

What do you need to reach this goal?/ make this happen?

What would be most helpful to you right now?

What would you like to have happen next?

What new skills or knowledge do you need to make this happen?

What about this work do you value?

What is the one thing holding you back?

When is the best time to make these changes?

Where do you feel stuck?

How do you want to proceed from here?