

ONE-TO-ONE COACHING & TRACKING

In these spaces, review each team member's individual operational plan as well as their personal development plan. This is also the space for each of you to give honest assessments of each other, which will be covered in the following section.

The first thing that is important to note is that you are most likely

NOT A PROFESSIONAL COACH!

So don't try to be one, acknowledge that you are not one and understand that you will not always have the right answer. Explain this to the person you are conversing with too. That will ensure the right expectations are set.

Your most important job as a coach is actually not to provide all the answers, but to

ask the right questions & listen with attention

Each person has inside them everything they need to overcome challenges and create the outcome they want to see, they may just need a little push or a little perspective to open their mind in a way that allows them to figure it out on their own.

This is especially important when it comes to more personal matters. That being said, it is not wrong for you to give advice or suggestions that come from your own expertise or experiences. When it comes from a place of empathy, it will go a lot farther.



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When coaching is only going in one direction, coachees will disengage more quickly. Instead, embrace these spaces as conversations that are two-way and go back and forth.



Use the following conversational qualities to ensure your conversations come from a place of genuine curiosity, authenticity, and empathy.

Conversational Qualities

- Ability to relate and suspend judgment.
- Capacity to challenge.
- No victimizing, patronizing, or projecting.
- Making and keeping commitments.
- Genuine interest in the other's growth.
- Inspiring authenticity.
- Ethics - maintaining high standards and values.
- Focusing on actions and behavioral changes.

"... Suddenly the conversation goes to a place that we never imagined it will go. Rather, the conversation begins to have its own force, its own pulling, rather than you or I defining where to go. Literally, for me, those moments of the conversation are moments in which we are free. Literally free."

nickaskew.com/collection/converse/
JULIO OLALLA

WHAT MIGHT
YOU CREATE IN
THE FREEDOM OF
CONVERSATION?



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A framework to follow for coaching is R.O.S.A. It works for both reviewing performance and personal development.

REALITY
What is the context and the current state of the situation?

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To understand the reality, you can ask questions like:

- How would you describe your activity in the past month?
- Tell me about what's going on for you right now.
- What have you been up to since we last spoke?
- Have you come across any obstacles in accomplishing your goals or carrying out operations? If so, what were they?

OBJECTIVES
Where do they want to go? What do they want to accomplish?

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To understand what their objectives are, you can ask questions like:

- What is the ideal state for you?
- What would you like to accomplish in the next month?
- Where would you like to be by the end of the next month?
- Are you still comfortable with the goals and activities you have set in your plan? If not, what would you change?

SOLUTIONS
How can they bridge the gap between their reality and their objectives?

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To come up with solutions together, you can ask questions like:

- What are your first thoughts on how to bridge the gap between where you are now and where you'd like to be?
- What do you think needs to change to accomplish your objectives?
- What is missing for you to accomplish what you want to?
- Make a list of 10 ways to accomplish your objectives.

ACTIONS
What will be the tasks moving forward from this meeting to take action on those solutions?

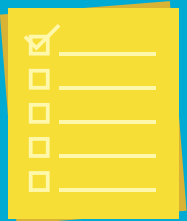
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To come up with solutions together, you can ask questions like:

- List all the actions necessary to accomplish your goals, then prioritize.
- To accomplish your goals, what needs to happen first?
- Which actions can you take, and which actions should someone else do?
- Do you need help or support from anyone to accomplish your goals?



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The list of actions that come out of these meetings will serve as the starting point for each following one-to-one space.

To delve deeper into these topics and allow the other person to reflect more on their experience, you can ask questions like:

How do you feel about your progress?

How would you describe your working relationships with your teammates?

Are you becoming the person you want to become? If no, why do you think that is and what would you do differently?

How would you say you have grown since we last talked?

What have been your greatest learnings since the last time we met?

