How to Implement a Positive Coaching Model

Step 1 - Purpose

Many people have a vague idea of their goals, but find it difficult to articulate them clearly. This first step asks the team member to define the purpose of their goal.

+ What is your goal?
+ Why do you want to achieve it?
+ How do you think coaching will help?

Step 2 - Observations

Step two encourages the team member to think about his/her situation from a variety of perspectives, to give them a clearer understanding of the goal they want to achieve.

+ What is happening right now?
+ What's going well and what isn't going so well?
+ How important is this goal?
+ Have you already tried to achieve this goal? If so, what happened?

Step 3 - Smart

We’ve all heard of the SMART formula, and step three aims to assess the goal to see if it is specific, measurable, attainable, relevant and time-bound.

+ How clear is your goal?
+ How long do you think it will take to achieve your goal?
+ Is this timeframe realistic?
+ How will you know when you’ve achieved your goal?
+ What does success look like?

STEP 4 - Insight

How does the team member feel towards their goal? Are they excited, motivated, or does the thought of it give them anxiety or fear? Step four analyses how they feel about their goal and if for any reason the goal needs to be redefined.

+ How excited are you about achieving this goal on a scale of 1-10?
+ How confident are you about achieving this goal on a scale of 1-10?
+ How challenged do you feel?
STEP 5- Team

Everyone needs a cheer squad. In step five the team member needs to identify a cheer squad or support team, people who’ll give them encouragement and motivation along the way to reaching their goal. As a coach you are part of this team.

+ Who do you feel comfortable sharing this goal with?
+ Who has supported you in the past?
+ Who or what can you rely on outside of work for support and encouragement?
+ Where do you think you’ll find the education and training you need?

STEP 6- Initiate

By step 6 the team member is motivated to reach their goal and needs to devise a clear action plan to realise their goal. With your help, the team member will need to identify the steps they need to take to get the result they seek.

+ When will you get started on your goal?
+ How will you start and how often will you work on it?
+ What will you do if you run into difficulties?
+ Do you have everything you need – a clear understanding of what you have to do, support people and enough resources?

STEP 7- Value

A long-term goal is less confronting and easier to achieve when it’s broken down into a series of smaller objectives. In step 7 a step-by-step process needs to be identified so the team member can follow a plan to achieve their long-term goal. The team member will be motivated by these ‘smaller wins’ along the way.

+ How will you plan the steps you’ll need to take toward your goal?
+ How will you know if you’re progressing? What will you use to measure this?
+ How will you celebrate success – small wins as well as bigger ones? How do you think this will make you feel?

STEP 8- Encourage

When you’re a coach it’s all about supporting your team members and giving them the encouragement they need to achieve their goals. In step 8 you as a coach need to do what it takes to be by your team member’s side and offer them feedback along the way to ensure they are accountable for their progress.

+ How are you progressing?
+ Are you getting enough support?
+ Is the plan working out? Do we need to change anything?