

# THE 5 STEP COACHING EXCHANGE



## 1. Identify

**What the coachee wants to accomplish and address.**

### EXAMPLE QUESTIONS

- ⊗ What would you like to focus on today?
- ⊗ Where would you like to go with this?
- ⊗ What does this do for you?
- ⊗ Of those five issues, which one is your top priority?
- ⊗ What do you need most for yourself?
- ⊗ What needs to happen for you at this session?
- ⊗ Which one feels most urgent for you?
- ⊗ What do you want to have change in this situation?
- ⊗ What is the best use of our time together?
- ⊗ What's one thing you want to change?
- ⊗ What is important to you about achieving the outcome you want from this session?



## 2. Discover

**Explore the options, beliefs, perspectives and learnings.**

### EXAMPLE QUESTIONS

- ⊗ What could happen?
- ⊗ What outcome do you want?
- ⊗ If you knew the answer, what would it be?
- ⊗ How has this worked in the past?
- ⊗ How will others respond?
- ⊗ That's one option... what's another?
- ⊗ What have you already tried?
- ⊗ If you could start over, what would you change?
- ⊗ What might work best?
- ⊗ What have you observed that works for others?
- ⊗ How do you feel about that?
- ⊗ What values are you honoring?
- ⊗ What does \_\_\_\_\_ look like for you?
- ⊗ What do you think is missing?



## 3. Strategize

**Action plan to bridge gap from today to future goal.**

### EXAMPLE QUESTIONS

- ⊗ What belief is stopping you taking that step?
- ⊗ What needs to happen?
- ⊗ What would the outcome of this approach?
- ⊗ How will these actions contribute to achieving your goal?
- ⊗ To whom do you need to talk?
- ⊗ What is the most important thing to do here (now)?
- ⊗ What do you need to do to reach your goal?



## 4. Clear the Way

**Address obstacles to the action plan.**

### EXAMPLE QUESTIONS

- ⊗ What do you fear might happen?
- ⊗ What are the expected roadblocks?
- ⊗ What resources do you need?
- ⊗ What other areas of your life need to change to support this?
- ⊗ What/Who is standing in the way of reaching your goal?
- ⊗ Who will you involve to make your plan happen?
- ⊗ Who else do you need to complete this step?
- ⊗ Who do you need to communicate this to?
- ⊗ Anything stopping you?
- ⊗ To whom do you need to talk?
- ⊗ What is missing?



## 5. Recap

**Cement clarity for forward action.**

### EXAMPLE QUESTIONS

- ⊗ What did you learn today?
- ⊗ What is your plan for the next few weeks?
- ⊗ As you have recapped this, what other items come to mind?
- ⊗ How realistic is that date given everyone's schedule?
- ⊗ What other commitments do you have in that time frame?
- ⊗ What will you do by when?
- ⊗ When is a good time for our next meeting?
- ⊗ How would you like to be held accountable for your commitments?

# 5.5.5 COACHING MODEL ELEMENTS



## The Process

### The 5 Step Coaching Exchange

- Identify
- Discover
- Strategize
- Clear the Way
- Recap



## The Skills

### The 5 Core Coaching Skills

- Listening
- Questioning
- Encouraging
- Requesting
- Action Planning



## The Mindset

### The 5 Guiding Principles

- Be Curious
- Be Accepting
- Be Supportive
- Be Focused
- Be Committed

TELLING

ASKING



Telling What To Do



MANAGING

Solving Someone's Problem



TRAINING

Giving Advice



CONSULTING

Offering Guidance



EAP/THERAPY

Asking Questions



MENTORING

Helping Another Solve Own Problems



COACHING