

Coaching Conversation Roadmap



Use the Coaching Conversation Roadmap to help you maximise the value of your coaching conversations.

Conversation Roadmap

Courageous	Convictions	Share	Shine
Curious	Assumptions	Inquire	Observe
Connected	Intentions	Engage	Check
	Before	During	After

Overall

You should always aim to be **connected**, **curious** and **courageous** during the coaching conversation:

Connected: This means to be fully present and focused on the other person and the conversation. It means you are grounded: you are aware of your own state of mind and emotions. It means that you connect to the other person by putting them at the centre of the conversation. It means you find common ground and build from there.

Curious: This means to be open to possibility. It means that you really try to understand their perspective and situation without judgment. It means to be aware of your own biases and assumptions, and to be open possibility that what you think you know might be wrong.

Courageous: This means doing what it takes to make it a rich, rewarding conversation. Say what needs to be said. Dig deeper beneath the surface to get to the real stuff. Be prepared to hear things that may make you uncomfortable. Stick with it.

Before

1. Intentions

Check your intentions, and those of the other person. What do you both intend to happen? How do you intend to be? Define what 'success' means for the conversation. What does a good process and outcome look like for both you and the other person? How will you create this?

2. Assumptions

Check your assumptions. What might you be assuming about the other person, or their context? What evidence do you have, and what might you be you making up? What do you know, and what don't you know?

3. Convictions

Decide what is most important to you about this conversation, and for the relationship you have with this person. Particularly if you anticipate it being a 'tough' conversation, get clear in your own mind about what you are convicted to that must be said and heard.

During

4. Engage

Start as you intend to continue. Engage them by showing interest in them as a person, and being fully present. Establish the purpose of the conversation and the outcomes you would both like. Ensure you are agreed on what you want to talk about and how much time you both have available.

5. Inquire

You have two ears, and one mouth: use them in that proportion. Ask more than you tell. Use open-ended questions to help the other person think and come up with their own answers. Use questions to test your assumptions. Your main job is to be the 'guide on the side', not the 'sage on the stage'.

6. Share

You will likely have information and / or a perspective on the topic at hand. If you think it will serve them to hear it, ask them whether they would like you to share it. Relate what you have to say back to the outcomes you are both looking to achieve, and link it to aspects of the conversation that they have already brought up.

After

7. Check

Following the conversation, deliberately make time to check in with them. By doing so, you're simply showing that they, and the stuff you discussed, matters to you. Ask how they're doing since the conversation, and what's happened since.

8. Observe

If they made some commitments to action as a result of the coaching conversation (which they should have), pay attention to what they do, and what happens as a result. Also observe the quality of your ongoing conversations with the person, and the quality of the relationship. How is it changing?

9. Shine

'Shine a light' on what you notice. This simply means give them feedback. If you want to help them change behaviour or move towards a goal of some kind, it is most powerful to shine a light on what they are doing that seems to be moving them there, rather than what they are doing that is counter to that. Show them what's working, and help them do more of that.

Connected	1. Intentions Check your intentions, and those of the other person. What do you both intend to happen? How do you intend to be? Define what 'success' means for the conversation. What does a good process and outcome look like for both you and the other person? How will you create this?	4. Engage Start as you intend to continue. Engage them by showing interest in them as a person, and being fully present. Establish the purpose of the conversation and the outcomes you would both like. Ensure you are agreed on what you want to talk about and how much time you both have available.	7. Check Following the conversation, deliberately make time to check in with them. By doing so, you're simply showing that they, and the stuff you discussed, matters to you. Ask how they're doing since the conversation, and what's happened since.
	2. Assumptions Check your assumptions. What might you be assuming about the other person, or their context? What evidence do you have, and what might you be you making up? What do you know, and what don't you know?	5. Inquire You have two ears, and one mouth: use them in that proportion. Ask more than you tell. Use open-ended questions to help the other person think and come up with their own answers. Use questions to test your assumptions. Your main job is to be the 'guide on the side', not the 'sage on the stage'.	8. Observe If they made some commitments to action as a result of the coaching conversation (which they should have), pay attention to what they do, and what happens as a result. Also observe they quality of your ongoing conversations with the person, and the quality of the relationship. How is it changing?
	3. Convictions Decide what is most important to you about this conversation, and for the relationship you have with this person. What is at stake? Particularly if you anticipate it being a 'tough' conversation, get clear in your own mind about what you are convicted to that must be said and heard.	6. Share You will likely have information and / or a perspective on the topic at hand. If you think it will serve them to hear it, ask them whether they would like you to share it. Relate what you have to say back to the outcomes you are both looking to achieve, and link it to aspects of the conversation that they have already brought up.	9. Shine 'Shine a light' on what you notice. This simply means give them feedback. If you want to help them change behaviour or move towards a goal of some kind, it is most powerful to shine a light on what they are doing that seems to be moving them there, rather than what they are doing that is counter to that. Show them what's working, and help them do more of that.
	Before	During	After



Courageous	3. Convictions What is at stake here?	6. Share What do I want to share with them?	9. Shine How will I 'shine a light' on the good stuff?
Curious	2. Assumptions What might I be assuming?	5. Inquire What questions can I ask to help to raise their awareness and generate responsibility?	8. Observe How will I observe their progress?
Connected	1. Intentions What do we both want to happen?	4. Engage How will I engage them?	7. Check When will I check in with them?
	Before	During	After