

# Coaching Conversation Guide for team members

Learning on the job is one of the most important ways that you can develop your capabilities.

**PURPOSE:** To build skills and competence

**HOW LONG:** 10 to 30 minutes

**HOW OFTEN:** Whenever you need on-the-job learning

The GROW framework provides a useful structure to follow:



Permission to use the GROW Model granted by Performance Consultants International and the estate of Sir John Whitmore

## Working through GROW

## Useful areas to consider

### G: To set the Goal

- What is your aim or the outcome that the coaching needs to achieve? In on-the-job coaching, this is often a preset and specific target. In other cases, you may be able to set the goal yourself.

*What is the aim?*

*What would you like to achieve?*

### R: To explore Reality

- What drivers will help you to succeed, such as your skills and knowledge?
- What obstacles might get in the way?

*What **skills and knowledge** do you already have?*

*How **motivated** do you feel about this goal?*

*What else might be getting in the way?*

*What else will help you with this goal?*

### O: To explore Options

- Explore your choices for action.
- In more complex situations, use a 'brainstorm' approach to give you as many options as possible.
- See challenges as opportunities to learn.

*What choices do you have? What else could you do?*

*What are the advantages/disadvantages of each option?*

*What help do you need from others?*

*What if you could overcome any obstacles?*

### W: To confirm the Way Forward

- Confirm the plan.
- If you feel uncertain, go back over the earlier GRO steps to reset the goal so that it's more achievable.

*Which option do you want to take forward?*

*What will be your first step?*

*When do you aim to complete the goal?*