

Performance/Behavior Change Coaching Preparation

What is the real issue?

Why is this issue important?

- What is the benefit of addressing it? What is at stake if I don't?
- What impact is this having on others? Short term? Long term? For the team? For the organization?
- What is the impact it is having on them? On me?

What do I think is at the root of the problem? What additional information do I need to know for certain?

How am I/ have I contributed to the problem? (Stories, Assumptions, Attributions? Actions?)

How do I think the other person views the situation? How would they describe it?

What is important to the other person? How will I get their attention?

- Priorities? Concerns? Accountabilities? Commitments?

The Conversation

Conversation Objective/Goals (My desired outcomes):

My key message(s) to communicate:

How can I frame the issue to get their **attention**? Do I need to turn up the heat/ raise the tension or turn down the heat/ lower the tension?

Conversation Opener:

My Point of View:

My Rationale:

Inquiry:

OR

SBI: Situation/Behavior/Impact

Situation (What/When):

Behavior (Observable):

Impact (On me/others/organization):