

# Coaching Toolkit

## Practice & Exercises

Date: Jul. 2016

# Practice & Exercises

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**Which examples illustrate things a coach should say to ensure the employee makes a decision?**

- A. "I don't want to influence you. Which of these choices do you think would give you the best result?"
- B. "Why don't you review that list you made of pros and cons, if you're stuck?"
- C. "If that's what you want to do, I'll support your decision. But I think you should go to the seminar instead."
- D. "Since this is difficult for you, why don't you hold off on making a
- E. choice for now?"
- F. "I'm not sure this is a viable option due to budget constraints. Perhaps you should reconsider the other choices you have."

# Practice - GROW Checking Reality

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You're coaching someone on computer skills. Which are effective ways to clarify the reality of the employee's situation?

- A. Let the employee aware that you've noticed an unease when it comes to computer backup procedures.
- B. Specifically ask if the employee has used each piece of software.
- C. As the employee is relatively new, you skip over the texting, online chat, and instant messaging functions and discuss the more complex database issues.
- D. Recognize that you assumed the employee had passed the company's orientation course.
- E. Ask the employee to describe which computer skill areas need improvement.

Source: Skillsoft

# Practice – GROW Wrap-Up

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**Which actions should you take when you're wrapping up a coaching session?**

- A. Invite self-assessment by defining the employee's current situation.
- B. Review the full range of options available to your employee.
- C. Agree to provide whatever coaching and resource support you jointly decide on.
- D. Create a plan with milestones and deadlines to keep motivation high.
- E. Identify any obstacles that could interfere with actions being successfully implemented.
- F. Get the person you coach to commit to the action she decided on.

# Coaching Topics

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- Self-Development
- Career Planning
- Opportunities
- Alternatives
- Tactical Approaches
- Culture
- Trends
- Politics
- Behavior & Impact
- Successes & Failures
- Learning Experiences
- Skills & Needs
- Fears & Doubts
- Interests
- Work/life balance
- Work values



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