

## COACHING CHALLENGE

(choose from list or pick your own):

Use the above challenge you had with someone on a performance issue as an example. This person still hasn't corrected the issue at all or consistently from your previous conversation. Please reflect on and collaborate with the group to check off the parts of the conversation that perhaps adversely impacted the outcomes that you were in control of.

## MINDFULNESS/SELF-REFLECTION: How can you influence a different outcome?

If this is a repeated conversation, why do you feel previous attempt(s) were unsuccessful?

### Check all that apply:

- Rushed the conversation
- Solved the wrong problem
- Got them to agree but not commit to the new behavior
- No S.M.A.R.T. goals or action plan
- Didn't get to the root cause of problem
- Didn't identify the barriers/fears holding the person back
- Didn't get person to articulate why they would be motivated to change
- Poor word choice
- Listened to reply and with an agenda
- Skeptical/frustrated tone
- Poor body language
- Lacked empathy and/or got emotional
- Didn't ask enough questions
- Expectations weren't clear or were misaligned
- Lack of follow-through/reinforcement