

PURPOSE

Use this in conjunction with your Welcome Packet to establish the big "A" Agenda

S.M.A.R.T.

Specific • Measurable • Attainable Goal • Relevant/Reality • Time-Specific

T

TALK

Small Talk

O

OBJECTIVE

Focus of the Conversation

▶ In our call (inquiry) you explained that you want to ... say more.

Continue asking open questions to generate a fuller picture of the topic.

G

GOAL

Agenda Conversation

▶ Brief summary of the focus in conjunction with asking: *What do you want to accomplish by the end the next ... weeks* (end of coaching contract).

The client's answer becomes the big "A" Agenda.

Clarify the Agenda

▶ You want to ... by the end of the next ... weeks.

▶ NEXT POSSIBILITIES

- Define terms
- Say more ...

Explore the Goal (Big "A" agenda)

▶ Describe your ideal ... [Vision-picture]

▶ NEXT

- Summarize and validate client's ideal, allowing client to respond.
- Anything else you want to add? If client adds more, talk through.

Summarizing
Endorsing
Paraphrasing
Validating
Perspective
Metaphors
Acknowledging

R

RELEVANT/
REALITY

Currently

▶ Where is ... currently?

Often not necessary to ask this question. If asking the current question, explore as beneficial and then:
"Anything else you want to add?"

NEXT

- ▶ • What are the greatest challenges ...?

NEXT

- Follow up response by talking through any challenges.

R

RELEVANT/
REALITY

Currently (cont)

▶ NEXT

- *What makes the ... important?* (Connect question to the big "A" agenda.)

▶ NEXT

- Follow up comment using any of the skills in the block that are most beneficial to the client.

Summarizing
Endorsing
Paraphrasing
Validating
Perspective
Metaphors
Acknowledging

O

OPTIONS

Options

▶ *When you think about ..., what could be the first steps in making that happen?*

▶ NEXT

- *What other ideas come to mind?*
- *Anything else?*
- If client continue to ponder actions, ask: *Something else you want to add?*

▶ NEXT

- Summarize client ideas and allow client to respond.

▶ NEXT

- *Where are you now in comparison to where you were at the beginning of our conversation?* (Ask, following client gaining insight and progress toward the desired big "A" agenda.)

▶ NEXT

- Validate progress.

W

WALK

Time-Specific Action Step

▶ *What is one action step that you could accomplish before our upcoming coaching session that would move you close to ... ? (Client's big "A" agenda)*

▶ NEXT

- Affirm and summarize.

▶ NEXT

- *We have about five minutes left in our time. Is there anything else you want to add to the conversation?*

▶ NEXT

- Validate or acknowledge client's response.

▶ NEXT

- Paraphrasing and summary of the conversation and connecting it to the "big A" agenda, and then asking: *What are you taking away from our conversation?*
- If there has been a significant degree of self-awareness, ask: *What have you learned about yourself?*

Conversation generates GROW and SMART characteristics

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