GROW – your role at each stage

G	As coach, your role is to help clarify the GOAL	 Help the coachee to set and articulate goals Help the coachee to set clear goals and identify what they would like to achieve Agree areas for discussion in this session
R	Your role is to help them understand what is happening now / gain insight	Let them tell their story. Get a clear picture of what's actually happening, when it happens, what the effects are and what they have tried to do about it so far. • Clarify the issue / situation • Determine current impact • Determine future implications
0	Help them to find out what is possible • Generating options • Assessing options	 Get the coachee to describe an <i>ideal</i> outcome and encourage exploration of a range of ways this may be able to be achieved. Brainstorm many options. Assess pros and cons. Coaching is about helping the coachee find a way forward. Only offer your ideas after you have pushed them hard to come up with their own.
W	Help them determine a way forward & commit to best actions	 Convert the discussion to a decision. Help the coachee determine a way forward Identify possible obstacles to overcome. Work out what they are actually going to do Work out what support they need.

GROW Coaching Model

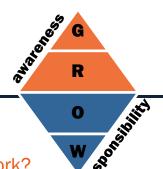
Classic coaching questions

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Fwd



- What problem are you trying to resolve?
- What could we work on that would make a big difference at work?
- What do you want to achieve from this conversation?
- So what is happening now? What have you done about it so far?
- How is this impacting you, others? How does this make you feel?
- If things don't change, what is likely to happen?
- What are the key barriers to improving this situation?
- · What would the ideal outcome look like? What difference would this make?
- What ideas do you have to achieve this? What else could you try?
- Who else could give you another perspective?
- · What actions have you taken in similar situations?
- What are the pros / cons of these options? What option are you most drawn to?
- If the preferred option isn't possible, what would be the next best thing?
- What do you think is the next step? What is the smallest thing you could do to move forward? What are you going to do? When?
- What obstacles might you face? How can you overcome them?
- Who needs to know? What support might you need?
- · What is the best way for us to follow up on this?

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