



COACHING-BASED COMMUNICATION

Create a Relationship with the Other Person

- Identify any of your own personal emotional triggers or listening blocks; use a pull-back strategy that works for you
- Find a good time to raise the issue
 - *Private setting*
 - *Careful timing*
 - *Distractions minimized*
- Indicate interest and belief in the other person
 - *Keep an open mind about the person*
 - *Keep an interest in the person, in understanding his or her reality*
- Use an inviting and encouraging tone of voice

Present the Problem

- Be clear and direct about what the problem is
- Limit the statement to a single problem (not a litany)
- Use objective language free of blame or judgment
- Emphasize your wish to resolve the problem positively
- Indicate your belief in the person's abilities, including his or her ability to resolve problems
- Reinforce the positive by pointing out the person's specific accomplishments and successes

Listen for the Other Person's Perspective

- Put aside your own agenda while listening
- Listen actively to understand the person's perspective
- Acknowledge the person's perspective
- Paraphrase and use open-ended clarifying questions

Resolve the Problem with the Other Person

- Maintain a focus on issue-related behaviors
- Reach mutual agreement on the nature of the problem
- Develop strategies together to address the problem

Obtain Commitment to Action Steps

- Make mutual commitments for specific, measurable action steps
- Follow through on commitments