

9-Steps to Coaching – Job Aid

1

Initiation

Coaching initiated as per work plan (for planned coaching) or in response to coaching request from geography (for on-demand coaching)

2

Building rapport

Establishing a relationship based on values of mutual respect, trust and confidentiality (if required). Coach plays a role of a guide, while enabling coachee to be in-charge of decisions and actions

3

Problem Identification

Active listening of problems identified by coachee(s), further probing using guiding questions* to better understand the challenges and context, and drawing out both short and long-term perspectives

4

Objective Setting

Setting of SMART objectives for the coaching session and or coaching sessions based on the need/problem(s) identified

5

Exploring Potential Solutions

Joint exploration of approaches or tools from the TCI-U website with guidance on applying them. Other interventions/tools/resources can also be explored to address identified needs/ problems

6

Action Planning

Identification of action steps the coachee can take when the coaching session has ended and areas of further support from the coach

7

Establishing Measures of Progress

Establishing agreed measures through which the coachee and coach will know if the action steps were implemented and successful in addressing the need/problem

8

Identifying Additional Learning Needs

Identification of additional learning needs and matching of the most effective learning tools/ activities with individual learning needs and styles

9

Wrap - Up

Reiteration of next steps coachee will take to implement solution/TCI approach and/or tool. Agreement on follow-up plan. Documentation and Mutual Assessment of the coaching session.

*** Probing Questions to Aid Problem Identification**

If the coachee is having difficulty defining the need or problem, try the some of the probing questions below to get the conversation going:

- *Is the issue in relation to the initiation of a new project, intervention, service or approach? (Or an existing one?)*
- *What is the focus/problem?*
- *Who are the people effected by the need/problem?*
- *Who are the other stakeholders?*
- *Is there/What is the expectation or desired performance?*
- *What is the actual performance? As it been assessed?*
- *What is the gap between them?*
- *What are the root causes of that gap?*
- *What solutions have been tried*