

## COACHING USING G-R-O-W-S

Coaching is a supervisor-led dialogue aimed at increasing an employee's effectiveness. Follow this proven sequence in coaching an employee. This order of discussion also works for many meetings and retreats!

In the Options step below, you'll notice that we suggest you come up with seven ideas. Why so many? Because the more creative and unexpected ideas often begin to emerge after the first, obvious solutions are expressed. The initial ideas may be preferred (the Will step), but they are best evaluated in the context of a broad view of what actions could help make meaningful progress towards the goal.

**Goal**      What do you want to have happen?  
What would success look like?

**Reality**      What is going on now?  
What factors favor success?  
What obstacles might be encountered?

**Options**      Given your goal and the current reality, what options could you try?  
What choices do you have? [Generate at least seven options!]

**Will**      Which of the options will you pursue? When?

**Support**      What support or reinforcement will help you implement your decision?