

Coaching Conversations

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Purpose of the session

- Introduction to coaching style of conversations in the workplace
- Overview of the TGROW model
- Practical session
- What did we learn?

WHAT IS COACHING?

*‘The art of facilitating the development, learning
and enhanced performance of another’*

(Hill, P. (2004). *Concepts of Coaching*, London: Institute of Leadership and Management)

Benefits of Using Coaching in the Workplace

- Helps staff to articulate what they want to happen at work - to set clear and achievable goals
- Increases the ability to identify possible solutions and develop plans to meet goals
- Open, honest discussion about challenges
- Improves confidence in knowledge, skills and decision-making
- Improves self-awareness of strengths and areas for improvement
- Empowering, motivating
- Improves productivity

TGROW

- **T**opic
- **G**oal
- **R**eality
- **O**ptions
- **W**hat next?

TGROW – Suggested Questions

- **Topic**
 - *What do you want to talk about? (T)*
- **Goal**
 - *What do you want to get out of the conversation? (G)*
- **Reality**
 - *What do you know about it already? (R)*
- **Options**
 - *What options are there? (O)*
- **What next?**
 - *What will you do? (W)*

Only Additional Question...

And What Else? (AWE)

Practical Session

- In PAIRS
- Discuss a REAL issue using the TGROW Questions only
- 10 minutes each

What did we learn?