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| ***30 Second Coaching*** |

**When to use:** usethis short form conversation model to deliver feedback during training or while a team member is performing their regular duties.

1. **Ask the team member to self-assess**  
     
   *“How do you think it went? How do you think it’s going?”*
2. **Ask the team member about actions they took**   
     
   *“What did you do? What do you think you did best?”*
3. **Provide brief, positive comments to reinforce the good stuff**

“*Great decision making. You’re making a lot of progress.*”

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| **Benefits**   * ***Helps leaders know whether team members understand expectations*** * ***Assists leaders in determining team member’s self-awareness*** * ***People remember more when they are talking with someone vs. merely listening while another person speaks*** * ***Provides an opportunity to learn something new that you can share with other members of the team*** |

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| ***GROW Model*** |

**When to use:** usethis long form conversation model during regular

one-on-ones, establishing goals, and other in-office conversations.

**Goal:** *What do you want?*

The goal is what your team member wants to achieve. Goals should be clearly defined so that you and the team member know when they have been achieved.

**Reality:** *Where are you now?*

The reality is where the employee is at right now. Identify the issues, challenges, and steps needed to achieve their goal.

**Options:** *What could you do?*

Identify obstacles that could get in the way, then discuss several ways to overcome those obstacles.

**Will:** *What will you do?*

Identify the actions the team member must take to achieve their goal, and how you will support them.

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| **Benefits**   * ***Provides structure for learning and action*** * ***Leads to self-discovery through powerful questions*** * ***Allows you to set long-term goals*** * ***Promotes confidence and self-motivation*** |