GROW coaching conversation

Leadership Dimensions Developing capability

As a "coach" or mentor, you will typically help your team members solve problems, make better decisions, learn new skills, or otherwise progress in their role or career.

One proven approach for coaching conversations is the GROW model.[1] The model is a simple yet powerful framework for structuring a coaching or mentoring session.

GROW is an acronym for:

- **G**oal
  Help your team member decide where they are going - their goal.

- Current **R**eality
  Establish where they currently are - their current reality.

- **O**ptions
  Explore various ways to achieve the goal - the options they have.

- **W**ill
  Ensure your team member is committed to achieving their goal and prepared for the conditions and obstacles they may meet on their way, thus establishing their willingness to follow through on their commitment.

When to use this tool

- When you sit down for a coaching session with a team member

What to do

1. *Prepare for the conversation* by reading through the GROW tool and jotting down prompts you could use in the conversation.

2. Take the GROW tool to the coaching session *and work through the GROW steps with your team member*, recording your decisions.

> ### Tips
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> - A great way to practice using the model is to address your own challenges and issues. When you are 'stuck' with something, you can use the technique to coach yourself.
>
> - The two most important skills for a coach are the ability to ask good questions, and effective listening. Use the *Practise your listening skills* resource to tune up your listening skills.
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> - Don't ask closed questions that expect a yes/no answer. Ask open questions such as "What affect did that have?"

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[1] The GROW model (or process) is a technique for problem solving or goal setting. It was developed in the United Kingdom and was used extensively in the corporate coaching market in the late 1980s and 1990s.

Conversation with _____ on _____ / _____ / _____

G	**Agree...** ▪ the topic for discussion ▪ the specific objectives ▪ the SMART goals	**Record agreed goals - ensure that they are clear, measurable and motivating.**
R	**Explore...** ▪ Determine the 'real' current issue ▪ Invite self assessment ▪ Offer specific examples ▪ Focus on the real and relevant issues ▪ Avoid or check assumptions ▪ Disregard irrelevant history	**Briefly describe the consensus you reach or the differences you have.**
O	**Progress...** ▪ Brainstorm options but offer suggestions, carefully ▪ Identify any obstacles and blind spots ▪ Develop new perspectives - visualise what the 'new world' will look like after implementing the options ▪ Ensure options are decided on and owned	**Record what you decide - the options, their ownership and potential obstacles.**
W	**Plan actions...** ▪ Identify specific steps ▪ Agree and establish support mechanisms ▪ Identify any obstacles and make alternate plans ▪ Set activity completion times - make steps specific and agree timing ▪ Commit to action - arrange follow up session and develop a coaching action plan	**Briefly record the core aspects of your coaching action plan - transfer to plan.**