

Action Coaching Model



Plan ahead

Identify what an individual does well as well as what needs improvement.



Uncover the motivational tick factor

Think about what motivates this individual: promotion, income, status, work/life balance, etc?



Affirm value

Identify an individual strength, something the person is doing very well. Say something positive about his/her performance.



Get to the issue

Identify the issue/problem and why improvement is necessary. Invite the individual to share his/her thoughts about improvement.



Gain agreement

Identify a solution and a timeframe for that solution. Gain agreement.



Follow up

Check periodically on the individual. Feedback during the workweek is perfectly acceptable. Be available.