

COACHING SESSION CHEAT-SHEET



NEW TO COACHING? HERE ARE SOME SIMPLE TIPS TO HELP YOU GUIDE AND ENCOURAGE A STUDENT TO IMPROVED PERFORMANCE.

Hold coaching sessions in a neutral space that doesn't "belong" to you, such as a board room.

Start each session by identifying a specific question or issue to work on.

Whenever possible, invite the student to set the topic and direction of the conversation.

Ask open-ended, exploratory questions. Encourage the student to draw on their own knowledge and experience to find solutions to roadblocks.

Use your emotional intelligence. Check in with the student to find out where they are emotionally with regards to the performance issue you're discussing and the coaching process. Pay attention to body language so you can identify resistance, discomfort, confusion or other negative emotions and respond to them in the moment.

Practice active listening. Use paraphrasing to confirm understanding.

Allow pauses in the conversation. Give the student the opportunity to ponder and reflect, especially if they have introvert tendencies.

Give even-handed criticism. Criticism comes across as fair when it judges specific facts, not the person.

Be clear about performance targets. Make sure the student knows exactly what you're expecting from them from one session to another.

Connect the coaching with the student's learning goals and with the experiential learning cycle. Link job performance to the goals the student and you have set for the experiential learning placement. Point out how the coaching process enables reflection, learning, experimentation, and continual development.

Assign homework. Give the student an opportunity to apply what they've learned during a coaching session. And be sure to provide timely feedback.

Close on a strong note. Wrap up each session with a summary of the conversation, clear instructions for any homework assignments, and a plan for the next session.