

G.R.O.W. Model*

- Go clockwise through the model always starting with the “Goal” (can always revisit quadrants later)
- Ask one question at a time
- Allow time for the person to answer your question, everyone has a different processing time

<p>WILL</p> <ul style="list-style-type: none"> ▶ Choose from the options ▶ Commit to action ▶ Identify obstacles & resources ▶ Recap & identify follow-up 	<p>GOAL</p> <ul style="list-style-type: none"> ▶ Identify the long and short term goals ▶ Describe the desired future state
<p>OPTIONS</p> <ul style="list-style-type: none"> ▶ Explore possibilities for action ▶ Uncover new opportunities ▶ Identify potential next steps 	<p>REALITY</p> <ul style="list-style-type: none"> ▶ Describe the current situation ▶ Understand what is happening right now

- Refrain from you the coach offering up all the options, let the person being coached do the “heavy (intellectual) lifting”
- Ensure individual being coached takes ownership/responsibility for their actions before finishing
- Ask “How can I help you hold yourself accountable to the options you’ve chosen to act on?”

*Adapted from Sir John Whitmore

Categories of Questions

Leading Questions:

Usually answered by a yes or no
Intent – subliminally offering an answer, suggestion, option and/or idea
Impact – can feel like manipulation



Closed Questions:

Answered by a yes or no
Intent – confirm, verify, clarify
Impact – narrows down information, can curtail conversation

Open Questions:

Not answered by yes or no, open-ended beginning with who, what, where, when, how (refrain from asking why?)
Intent – collect information
Impact – expands dialog



Powerful Questions:

Open ended, short (7 words or less), simple, come from a place of curiosity
Intent – evoke clarity, discovery, insight and/or commitment
Impact – promote action, deepen learning

Powerful Question Examples:

- What do you want?
- What’s your “Plan B”?
- What’s preventing you?
- How will you know it’s solved?
- What’s the cost of waiting?



A “Coach Approach” Towards Servant Leadership

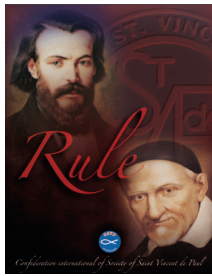
Mark Meredith
 Holy Family Conference
mark@mpmeredith.com
 770-877-1772



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 GEORGIA
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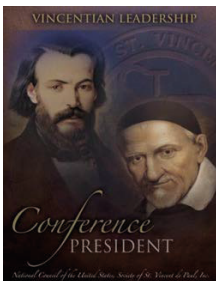
Servant Leadership Defined

Servant leadership is done in imitation of Jesus who said, “For the Son of Man came not to be served but to serve and give his life as a ransom for many.” Mk 10:45



The Rule, Part III, Statute 11

“Servant leaders are not expected to do all the work but are called to delegate, encourage, inspire the members to work together to accomplish the mission”



Conference President Handbook

Coaching Defined

"Unlocking People's Potential to Maximize their Performance"*

When to Coach:

- A joint problem-solving opportunity that takes some time (5-7 minutes or more)
- Noticing the same question is repeatedly asked by the individual
- A dependency has developed where you have become the “Answer Person” and the need to break the dependency
- For developmental purposes – to build leadership skills in others

When not to Coach:

- When you don't have the time to invest in dialog (e.g., emergency)
- When the person is new to the job/task (don't know what to do)
- For tasks, decisions needing a simple answer (e.g., yes, no)

* Sir John Whitmore, “Performance Coaching”

What is it that you see?



Open Questions Create Awareness

Questions to consider:

- What do the expressions tell you?
- Who is helping who?
- When did they first meet?
- What did the “Neighbor in Need” say?
- How did SVdP respond?
- What charism is being displayed?
- What will happen next?