



# FACILITATING CAPACITY-BUILDING MENTOR COACHING

Coaching colleagues follows a predictable process regardless of the topic. Being consistent with your coaching flow helps others internalize the process of thinking systematically even when you're not around.

## UNDERSTAND THE ISSUE

Use awareness questions to ensure you and the coachee understand the current situation.

- Tell me more about what's happening?
- What have you done so far?
- What do you know about ...?

## PROMPT THE COACHEE TO ANALYZE WHY THE ISSUE IS HAPPENING

Use analysis questions to prompt the coachee to analyze why the situation is occurring.

- Why do you think that's happening?
- How does the current situation match what you want it to be?
- What do you think could change?

## PROMPT THE COACHEE TO BRAINSTORM ALTERNATIVE IDEAS

Use alternatives questions to prompt the coachee to brainstorm new or alternative ideas for addressing the issue.

- What ideas do you have for addressing this?
- How could you modify what you are doing to change the outcome?
- What else could you do?

## PROMPT THE COACHEE TO ANALYZE THE IDEAS

Use analysis questions to prompt the coachee to analyze the alternative ideas generated.

- What are the advantages and disadvantages of those ideas?
- How will others respond to those ideas?
- What other considerations would you need to think about to make that idea work?

## PROMPT THE COACHEE TO DEVELOP AN ACTION PLAN

Use action questions to help the coachee develop a concrete action plan that addresses the concern.

- Based on this conversation, what do you think you want to try?
- What would your first step be?
- What will you do if your initial idea didn't work?
- How will you measure your success?

