



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.

- How do those ideas match evidence-based practices or policy?
- 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 address 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?