

The Right Way to Help Colleagues Excel

IF YOU WANT TO GET INTO THE EXCELLENCE BUSINESS, HERE ARE SOME EXAMPLES OF LANGUAGE TO TRY

INSTEAD OF

TRY

Can I give you some feedback?

Here's my reaction.

Good job!

Here are three things that really worked for me. What was going through your mind when you did them?

Here's what you should do.

Here's what I would do.

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Here's where you need to improve.

Here's what worked best for me, and here's why.

That didn't really work.

When you did X, I felt Y or I didn't get that.

You need to improve your communication skills.

Here's exactly where you started to lose me.

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You need to be more responsive.

When I don't hear from you, I worry that we're not on the same page.

You lack strategic thinking.

I'm struggling to understand your plan.

You should do X [in response to a request for advice].

What do you feel you're struggling with, & what have you done in the past that's worked in a similar situation?

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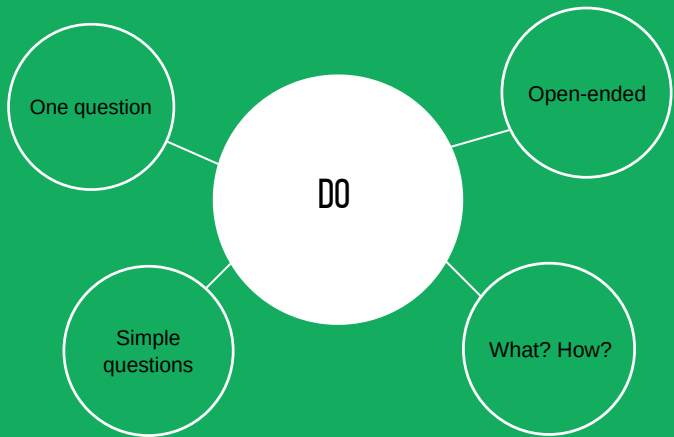
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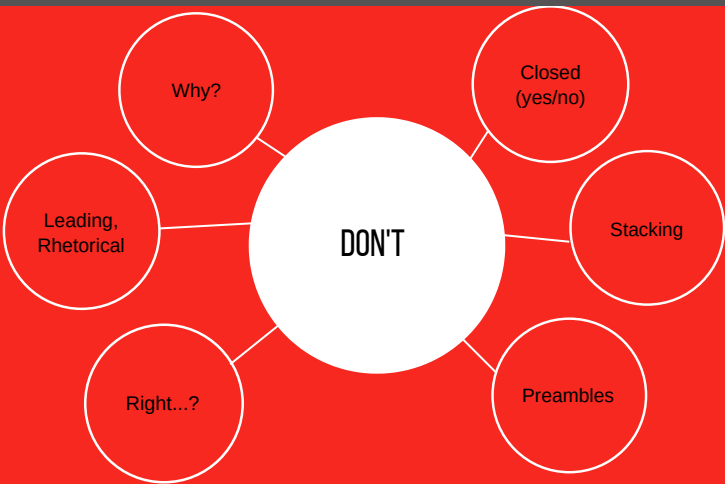
INSPIRAL QUESTIONING

DO'S



INSPIRAL QUESTIONING

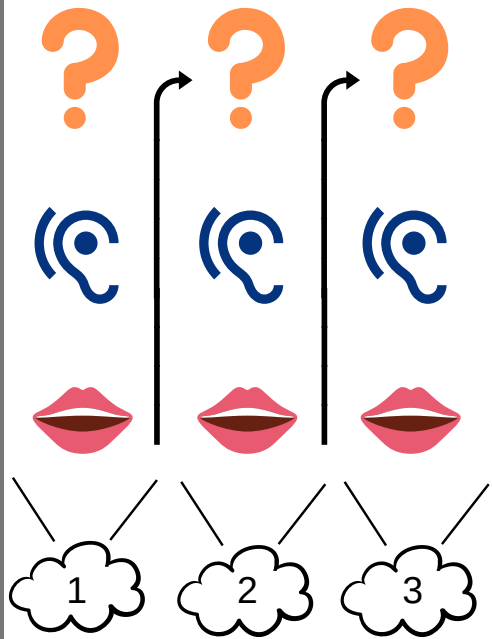
DON'TS



1 Establish Agreement

- a. Topic
- b. Outcome

2 Inspiral: Ask, Listen, Speak



3 Close

- a. Check In
- b. Key Takeaway
- c. Next Step for coach/coachee to continue conversation

