
THE GROW MODEL

The GROW Model is the most common coaching framework used by coaches and given its relative simplicity, many managers are using the GROW model as a way to structure coaching conversations with employees.

The key to coaching and using the GROW model is all about asking timely awesome questions. Coaching isn't telling the employee what to do – it's helping the employee come up with his or her own answers by asking an impactful question at the right time. Use the following questions as reference and feel free to create your own.

Goal: *Coaching conversations start with establishing a goal. It could be a work related goal, a development goal, a problem to solve, decision to make, or a goal for the coaching session.*

1. What must you accomplish in the next 12 months?
2. What would you like to focus on today?
3. What's important to you at the moment?
4. What are you working on at the moment?
5. How can you word that goal more specifically?
6. How will you measure that goal?
7. How can you break down that goal into bite-sized pieces?
8. How can you word this goal using concise language?
9. What do you want to be doing in two years?
10. What is your ideal future?
11. What is the legacy that you want to leave?
12. What new skills do you want to learn or develop?
13. What outcome would be ideal?
14. What would be the benefits if you achieved this goal?

Add your own:

- 15.
- 16.
- 17.
- 18.

Reality: *This step in the GROW model helps you and the employee gain awareness of the current situation – what’s going on, the context, the magnitude of the situation, etc. The key is to take it slow and easy – it’s not rapid-fire interrogation. Let the employee think and reflect. Use active listening skills – this is NOT the time to jump to solution generation or share your own opinions.*

1. What is happening now (what, who, when, and how often)? What is the affect or result of this?
2. Have you already taken any steps towards your goal?
3. How would you describe what you did?
4. Where are you now in relations to your goal?
5. On a scale of one to ten where are you?
6. What has contributed to your success so far?
7. What progress have you made so far?
8. What is working well right now?
9. What is required of you?
10. What has gotten in the way of moving forward?
11. What did you learn from -----?
12. What have you already tried?
13. How could you turn this around this time?
14. What could you improve on to get the results you want?
15. If you asked -----, what would they say about you?
16. How will this impact you? Others?
17. What are you willing to endure to see your goal become a reality?

Add your own:

- 18.
- 19.
- 20.
- 21.

Options: *Once you have a clear understanding of the situation, the coaching conversation turns to what the employee can do to reach their goal.*

1. What do you think you should do first?
2. What would be the most helpful thing you could do now?
3. If resources weren't a restriction for you, what would you do?
4. What would you do if you weren't answerable to anyone?
5. What would (enter name of relevant expert) do in this situation?
6. What's the best use of your time at the moment?
7. If you could only do one thing this week, what would it be?
8. What can you do better than anyone else?
9. If you saw someone else in your situation, what would you suggest they do?
10. If you had 50% more confidence, what would you be doing that would be different?
11. If you weren't holding anything back, what would you be doing?
12. What do you think you need to do get a better result (or closer to your goal)?
13. What would happen if you did nothing?
14. What has worked for you already? How could you do more of that?
15. What would happen if you did that?
16. What advice would you give to a colleague about that?
17. What would you gain / lose by doing / saying that?
18. What option do you feel ready to act on?

Add your own:

- 19.
- 20.
- 21.
- 22.

Will: This is the last step in the GROW model. In this step, the coach checks for commitment and helps the employee establish a clear action plan for next steps.

1. What are you going to do in the next 24 hours?
2. How committed are you in reaching this goal?
3. On a scale of 1 to 10, how motivated are you to achieving this goal?
4. What will it take to turn that 6 to a 9?
5. Who do you need to speak to about this?
6. How are you going to celebrate reaching your goal?
7. Whatever your first step is, can you think of anything that might stop you from doing it?
8. Is there anything else that you need to consider before starting?
9. Are there any barriers that might get in the way?
10. Is there anything missing?
11. What are three actions you can take that would make sense this week?
12. How will you hold yourself accountable to reaching your goal?
13. When are you going to start?

Add your own:

- 14.
- 15.
- 16.
- 17.

A coaching conversation hardly ever follows a nice, neat sequential four-step path. However, an arsenal of awesome questions within the GROW framework gives managers the confidence needed to get started, until it becomes a natural, conversational flow, ebbing back and forth within the framework.