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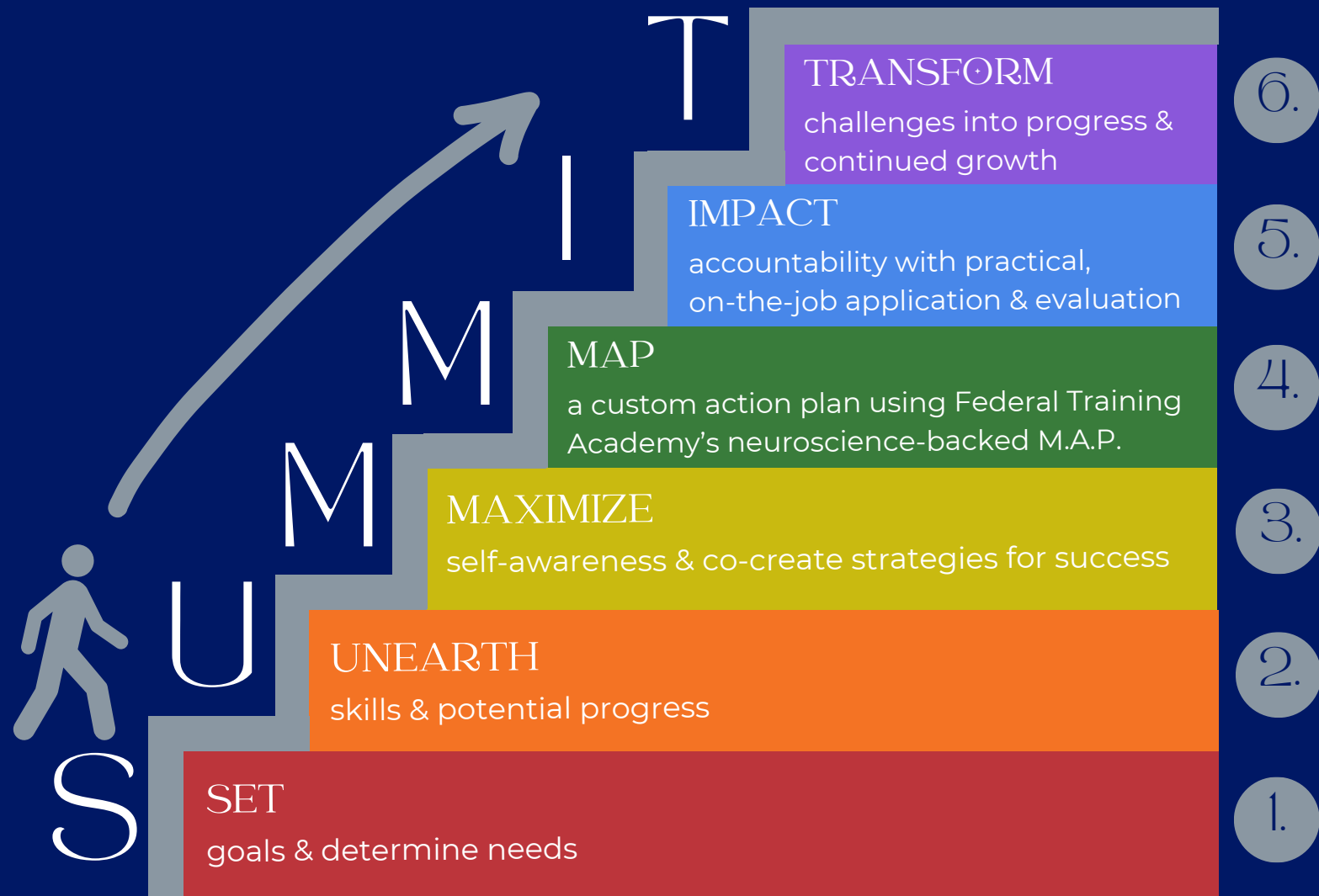
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Coaching Process





S.U.M.M.I.T. COACHING MODEL

USE THIS WORKSHEET TO PLAN & DOCUMENT
COACHING CONVERSATIONS

S	<p><u>SET</u></p> <p>SET GOALS & DETERMINE NEEDS</p>	
U	<p><u>UNEARTH</u></p> <p>UNEARTH SKILLS & POTENTIAL PROGRESS</p>	
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COMMON COACHING QUESTIONS

S

SET

SET GOALS & DETERMINE NEEDS

- WHAT IS YOUR DESIRED GOAL/OUTCOME? (BE SPECIFIC.)
- WHAT WOULD YOU LIKE TO FOCUS ON DURING OUR DISCUSSION?
- WHAT IS YOUR IDEAL OUTCOME FROM OUR CONVERSATION?
- WHAT IS THE CURRENT STATE? WHY?
- WHAT CURRENT CHALLENGES ARE YOU FACING?
- WHAT MATTERS THE MOST?
- WHAT WOULD HAPPEN IF YOU DID NOTHING?
- HOW WILL YOU MEASURE SUCCESS?
- HOW WILL YOU KNOW YOU'VE ACHIEVED YOUR GOAL?

U

UNEARTH

UNEARTH SKILLS & POTENTIAL PROGRESS

- WHAT HAVE YOU TRIED SO FAR?
- HAVE YOU BEEN IN A SIMILAR SITUATION, AND WHAT WAS THE RESULT? WHAT WORKED? WHAT DIDN'T WORK?
- WHAT STRENGTHS CAN YOU APPLY IN THIS SITUATION?
- WHAT CAN YOU LEARN FROM THIS SITUATION?
- WHAT ARE YOU DOING WHEN YOU ARE AT YOUR BEST AT WORK?
- WHAT RELATIONSHIPS ARE HELPFUL, & WHICH ARE UNHELPFUL?
- IS ANYTHING IMPEDING YOUR PROGRESS? (HABITS, THOUGHTS, ETC.)
- WHAT FEEDBACK HAVE YOU RECEIVED?

M

MAXIMIZE

MAXIMIZE SELF-AWARENESS & CO-CREATE STRATEGIES FOR SUCCESS

- WHY IS THE OUTCOME IMPORTANT TO YOU? WHAT DO YOU (& YOUR COLLEAGUES) HAVE TO WIN/LOSE?
- IF YOU COULD MAKE A CHANGE, WHAT IS THE MOST IMPORTANT CHANGE? (WHAT WOULD BE THE MOST BENEFICIAL?)
- WHAT WILL CHANGE IF YOU ACHIEVE YOUR GOAL?
- WHAT IS WITHIN YOUR CONTROL? WHAT IS NOT WITHIN YOUR CONTROL?
- WHAT INFLUENCES ARE INVOLVED?
- WHAT ARE THE BARRIERS/OBSTACLES?
- WHAT DO YOU NOT WANT TO ADDRESS OR HAVE ME ASK? ARE YOU MASKING ANYTHING? IF SO, IS IT SERVING YOU, OR SHOULD WE EXPLORE IT?
- WHAT EXCITES (& FRIGHTENS) YOU THE MOST ABOUT THE OUTCOME?



M

MAP

MAP A CUSTOM ACTION PLAN USING FEDERAL TRAINING ACADEMY'S NEUROSCIENCE-BACKED M.A.P.

- WHAT'S THE DESIRED TIMELINE?
- WHAT OPTIONS/ALTERNATIVES ARE THERE? WHAT DO YOU THINK WOULD BE THE OUTCOME OF EACH ALTERNATIVE?
- OF THE ALTERNATIVES, WHICH SHOULD YOU COMPLETE, & WHY?
- WHAT'S YOUR PLAN? WHAT ACTIONS ARE NECESSARY TO ACHIEVE THE DESIRED FUTURE?
- WHAT'S MISSING?
- WHAT RESOURCES DO YOU WANT/NEED? (WHO? WHAT? WHEN? HOW?)
- ARE YOU READY TO ACT? WHAT'S THE FIRST STEP YOU COULD TAKE?
- HOW WILL YOU MEASURE YOUR STEP-BY-STEP PROGRESS?

I

IMPACT

IMPACT ACCOUNTABILITY WITH PRACTICAL, ON-THE-JOB APPLICATION & EVALUATION

- HOW WILL YOU KNOW YOU'VE ACHIEVED YOUR GOAL?
- ARE YOU COMMITTED TO YOUR ACTION PLAN? IF NOT, WHY NOT? WHAT DO YOU NEED/WANT?
- WHAT DO YOU NEED TO FOLLOW-THROUGH?
- WHO SHOULD PROVIDE FEEDBACK, & HOW OFTEN SHOULD YOU SEEK IT?
- ARE YOU APPLYING YOUR STRENGTHS WITH COMMITMENT?
- WHAT DO YOU WANT/NEED FROM OTHERS?
- WHAT SACRIFICES, IF ANY, ARE YOU WILLING TO MAKE?
- ARE THERE ANY DIFFICULT CONVERSATIONS YOU SHOULD HAVE?
- WHAT IS THE PRICE OF A LACK OF PROGRESS?
- ON A SCALE OF 1-10, WHERE ARE YOU? WHAT NEEDS TO HAPPEN FOR IT TO BE A 10? IS THE 10 NECESSARY/WORTHWHILE?

T

TRANSFORM

TRANSFORM CHALLENGES INTO PROGRESS & CONTINUED GROWTH

- HOW IS YOUR PLAN PROGRESSING?
- WHAT CHALLENGES/BARRIERS/OBSTACLES STILL REMAIN?
- ARE ANY ADJUSTMENTS NEEDED? WHAT ARE THEY? WHO SHOULD BE INVOLVED?
- WHAT HAVE YOU LEARNED?
- HAVE YOU ACHIEVED THE DESIRED OUTCOME? (WHERE ARE YOU ON A SCALE OF 1-10?)
- HOW CHALLENGING WAS THIS PROCESS ON A SCALE OF 1-10? WHY?
- WHAT ARE THE BEST PRACTICES YOU'VE LEARNED (& WILL APPLY IN THE FUTURE)?
- HOW WILL YOU CELEBRATE SUCCESS?
- HOW WILL YOU SHARE YOUR SUCCESS?

EXTRA COACHING QUESTIONS

COMMON QUESTIONS TO ASK DURING ACTION LEARNING & COACHING

- DO WE NEED ANY GROUND RULES? WHAT GROUND RULES SHOULD WE CONSIDER?
- HOW SHOULD WE DEFINE THE SPECIFIC PROBLEM TO ADDRESS?
- WHAT IS THE EXACT NATURE OF THE PROBLEM?
- WHAT IS THE ROOT-CAUSE OF THE PROBLEM/CHALLENGE?
- WHAT ARE OUR GOALS? SHORT-TERM? LONG-TERM?
- WHAT ARE OUR EXPECTATIONS?
- I'M CURIOUS ABOUT...
- TELL ME MORE ABOUT...
- WHAT IS KNOWN? WHAT IS UNKNOWN?
- WHAT ARE OUR ASSUMPTIONS?
- WHAT LIMITATIONS, IF ANY, DO WE HAVE?
- WHAT CRITERIA SHOULD WE CONSIDER?
- WHAT ARE OUR CORE VALUES?
- WHAT TALENTS DO WE HAVE? HOW CAN WE MESH OUR TALENTS TO ACHIEVE OUR GOALS?
- WHAT FILTERS ARE WE USING AS WE PROCESS INFORMATION? ARE THEY HINDERING US?
- WHAT POTENTIAL RESOURCES DO WE HAVE? WHAT RESOURCES OR SUPPORT MIGHT WE NEED?
- WHAT RELEVANT EXPERIENCES DO WE HAVE? WHAT DID WE LEARN? HOW MIGHT THOSE LESSONS HELP US ACHIEVE OUR GOALS?
- HAS ANYTHING UNEXPECTED OCCURRED? HOW DID WE ADAPT/ADJUST? HOW MIGHT WE USE THOSE EXPERIENCES TO REACH OUR GOALS?
- WHAT ARE OUR CHANGE STYLES?
- WHAT ARE OUR LEADERSHIP STYLES?
- HOW WOULD WE EACH LIKE TO CONTRIBUTE?
- WHAT ACTION ITEMS DO WE HAVE?
- WHAT ACTIONS ARE WITHIN OUR CONTROL? WHAT ACTIONS ARE WITHIN OUR ZONE OF INFLUENCE? WHAT ACTIONS ARE OUTSIDE OUR ZONE OF INFLUENCE?
- WHAT RESPONSIBILITIES DO WE HAVE?
- WHAT ARE THE TIMELINES?
- WHAT ARE WE LEARNING FROM THIS PROCESS?
- HOW ARE WE WORKING AS A TEAM?
- HOW MIGHT WE BEST COLLABORATE?
- HOW MIGHT WE BEST COMMUNICATE WITH EACH MEMBER OF THE TEAM?
- WHAT WOULD HAPPEN IF...?
- HOW DID WE/YOU DECIDE TO...?
- IS IT REALISTIC OR PRACTICAL TO...?
- HOW DO WE/YOU FEEL ABOUT...? WHY DO WE/YOU FEEL...?
- HOW IS WHAT WE/YOU ARE CURRENTLY DOING WORKING FOR THE TEAM/YOU?
- WHAT WOULD SUCCESS LOOK LIKE?
- WHAT'S THE BEST-CASE SCENARIO? WHAT'S THE WORST-CASE SCENARIO?
- WHAT HAVE WE FORGOTTEN TO CONSIDER?
- MAY I OFFER A SUGGESTION?
- HAVE YOU EVER THOUGHT ABOUT...?
- WHO...? WHAT...? WHEN...? WHERE...? WHY...? HOW...?
- WHAT ELSE IS ON OUR/YOUR MIND(S)?

(SOURCE: ANGELA KOCHUBA, COMMON ACTION LEARNING AND COACHING QUESTIONS)