

COACHING DURING CRISIS

WITH THE FIVE COACHING CONVERSATIONS

EXPLAIN

COMMUNICATE CHANGES IN
PRIORITIES, ACTIONS BEING TAKEN,
NEW WORK APPROACHES,
POLICIES, AND PROCEDURES

DEFINE AND PROVIDE TRAINING
AND SUPPORT FOR
NEW/ADJUSTED SKILLS AND
KNOWLEDGE

CLARIFY EXPECTATIONS AND
ADJUST/REDEFINE REALISTIC
GOALS

EXPLORE

DISCUSS WHAT IS AND WHAT IS
NOT WITHIN YOUR CONTROL AND
AGREE ON A WAY FORWARD

SOLICIT FEEDBACK TO:
DISCOVER APPLICABLE STRENGTHS
AND SKILLS, DEFINE AND ADDRESS
CHALLENGES AND CONCERNS

ENCOURAGE COOPERATIVE
PROBLEM-SOLVING TO SEEK
OPPORTUNITIES AND POTENTIAL
SOLUTIONS USING OPEN, TWO-
WAY DIALOGUE

ENCOURAGE

SHARE PERSONAL EXPERIENCES
AND SUCCESS STORIES

DISCUSS HOW TO BEST LEVERAGE
INDIVIDUAL AND TEAM STRENGTHS

EXPRESS EMPATHY AND
OFFER REASSURANCE TO REDUCE
ANXIETY

ENCOURAGE RESILIENT BEHAVIOR

UNCOVER AND LEVERAGE KEY
MOTIVATORS TO INCREASE
ENGAGEMENT

EMPOWER

GAIN CLARITY AND CONSENSUS ON
DESIRED SHARED OUTCOMES

LEVERAGE THOSE WHO HAVE
RELEVANT EXPERIENCE

PROVIDE LATITUDE TO
ACHIEVE RESULTS

ELEVATE

DISCUSS LESSONS LEARNED AND
BRAINSTORM WAYS TO ACHIEVE
SUSTAINED SUCCESS

EMBRACE THE IDEA THAT WITHIN
EACH PROBLEM LIES OPPORTUNITY

INNOVATE AND DEFINE HIGHER-
LEVEL POSSIBILITIES AND NEW
PATHWAYS FORWARD