

# Coaching Tips for Brave Conversations

## Acknowledge

- "I understand that this is a challenging situation for you."
- "I realize that talking about this may be uncomfortable, and I appreciate your willingness to engage."
- "I understand that even if emotions are running high, I'm here to have a constructive conversation."
- "I know this is a tough topic, and I'm committed to finding common ground that benefits both of us."

## Understand their perspective

- "Could you tell me a bit more about...?"
- "How did that make you feel?"
- "How are you seeing this challenge?"
- "What's hardest about this for you?"

## Stick to objective observations:

- Objective Observation: "You missed the deadline for submitting the project report."
  - Subjective Assumption: "You must not take your work seriously; you're not committed."
- Objective Observation: "You arrived 15 minutes late to the meeting."
  - Subjective Assumption: "You're not respectful of other people's time; you're disorganized."
- Objective Observation: "You didn't contribute any ideas during the brainstorming session."
  - Subjective Assumption: "You're not creative or invested in the success of the team."

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## Clarifying Questions

- "I'm curious about... Can you say more?"
- "Help me understand more about..."
- "What is the challenge we are both trying to address...?"
- "What would success look like?"

## Validating their perspective

- "Okay, so if I understand you correctly, you feel that.."
- "So, for you, what was important in this situation was..."
- "In other words, are you saying that ...?"
- "Am I correct in understanding that you mean...?"

## Be solutions-focused

- "What would you like to see happen in the future?"
- "How can I help?"
- "I value your input on finding practical solutions – what are your thoughts on next steps?"
- "What resources or support do you think would help us overcome this challenge?"