



## **Coaching is a Rough Sport – Who is your Coach?**

### **Questions for Reflection**

#### **ASK:**

1. In your organization, how might asking the question, “What can we do to do a better job of X?” be beneficial customer stakeholders and teams?
2. In your life, how might asking, “How can I be a better boss, colleague, employee, friend, spouse, partner, son, or daughter?” make life better at work or at home?

#### **LISTEN:**

1. How might genuinely listening to feedback be helpful to your team or in your organization?
2. Think of a time when you made excuses for being late or making a mistake. Think of a time when an employee did the same thing. How did it feel to hear the excuses, to make them?

### THINK:

1. Can you think of people you work with who blurt out the first thing that comes to mind no matter who is listening - how does this make you feel?
2. Think of a time you have done this - how can this be avoided in the future?

### THANK

1. Think of someone you have worked with who expressed genuine gratitude toward their coworkers. What sort of environment did this foster in the organization?
2. How can you do a better job of thanking people for their inputs?

### RESPOND

1. Do leaders in your organization ask for feedback and do they make changes based on the feedback they receive?
2. Think about a time when you've received feedback. How did you respond?

### INVOLVE

1. In your organization, do you involve others or are you asked to be involved in continuous change efforts?
2. Are you willing to involve the people around you if it will mean creating a positive lasting change in your behavior? If not, why?

### CHANGE

1. Think of a time when leaders at your organization asked for feedback and input. Did anything change as a result?
2. If you ask for and receive feedback are you willing to make any changes?

### FOLLOW UP

1. Think of a time when you receive feedback in the past. Did you follow up with stakeholders after one two for six months? Why are Why not?
2. How can you incorporate follow-up into your commitments to changing behavior?<sup>1</sup>

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<sup>1</sup> Questions adopted from Marshall Goldsmith Stakeholder Centered Coaching Training