

Encouraging Development

A4SL BEHAVIORAL COACHING PROCESS

DO NOT	DO
Step 1. ASK	
<ul style="list-style-type: none"> • Wait for a “better time” to ask • Come across as skeptical or doubtful • Put yourself down 	<ul style="list-style-type: none"> • Be concise • Be specific and clear • Be positive
Step 2. LISTEN	
<ul style="list-style-type: none"> • Use “No,” “But,” or “However” • Make excuses • Exhibit impatience or anger 	<ul style="list-style-type: none"> • Pay undivided attention • Capture what is being said • Clarify what you have heard
Step 3. THANK	
<ul style="list-style-type: none"> • Use a dejected tone • Act artificial • Be insincere 	<ul style="list-style-type: none"> • Say “Thank You” quickly • Use their first name • Be genuine
Step 4. THINK	
<ul style="list-style-type: none"> • Engage in “delusional” thinking • Prove the feedback is wrong • Validate “this is just the way I am” 	<ul style="list-style-type: none"> • Assess the benefits of changing • Assess costs of the current behavior • Decide if it is worth it to change
Step 5. RESPOND	
<ul style="list-style-type: none"> • Critique the feedback/suggestion • Respond to too many things • Over-commit 	<ul style="list-style-type: none"> • Be brief and focused • Be positive • FeedForward (ask for suggestions)
Step 6. INVOLVE	
<ul style="list-style-type: none"> • Stick with your fan club • Expect instant help • Take up too much of their time 	<ul style="list-style-type: none"> • Include as many as you can • Keep the process upbeat • Vary involvement as needed
Step 7. CHANGE	
<ul style="list-style-type: none"> • Procrastinate • Give into “feeling like a phony” • Expect instant success 	<ul style="list-style-type: none"> • Break the elastic limit • Maintain momentum • Make change visible
Step 8. FOLLOW-UP	
<ul style="list-style-type: none"> • Dwell on the past • Brag, gloat, or show off • Become complacent 	<ul style="list-style-type: none"> • Check your ego at the door • Politely push for specifics • Reinforce the process