



The Five C's of Coaching Conversations

1

Clarity

Before you have the conversation get clear and specific on what you want to communicate.

What is your intention for the impact you want to have on the individual?

Specificity is really important when giving feedback.

Rather than “you did a great job”, try “I really liked the manner in which you dealt with the issue we had with Mr X’s medication. It demonstrated a real commitment to our patients”.

2

Compassion

How we say something is much more important than what we say.

Start your conversation with the mindset that all feedback is a gift.

Let the employee know that you’re both working toward the same goal of helping them reach their potential (your common interests) versus holding a certain position (I am right, for example).

After the feedback ask the employee what support they need from you to respond to the coaching you gave them.

3

Curiosity

Coaching conversations are more about listening and asking good questions than talking.

Do 90% of the listening and 10% of the talking.

Ideally, the talking happens in the form of questions that help the employee discover the answers within themselves. View the Coaching Conversations – Useful Questions tip sheet to guide you.

4

Confirmation

When emotions get involved it’s hard to really listen clearly. Seek confirmation that you’re both on the same page.

Pay attention to not just what’s said but also what you observe in the body language.

Here are some good ways to do that:

- Start by restating your understanding of what the other person said.
Then ask “Did I understand you correctly?”
- “I can see that you’re surprised by the feedback. Am I reading that correctly?”
Acknowledging emotion is a great way to have a more authentic conversation.

5

Commitment

The end result of any great coaching conversation is a clear commitment to results and a strengthened trust in the relationship.

Ways to capture commitment is to be specific in the list of agreements. View the Coaching Conversations – Useful Questions tip sheet to guide you.