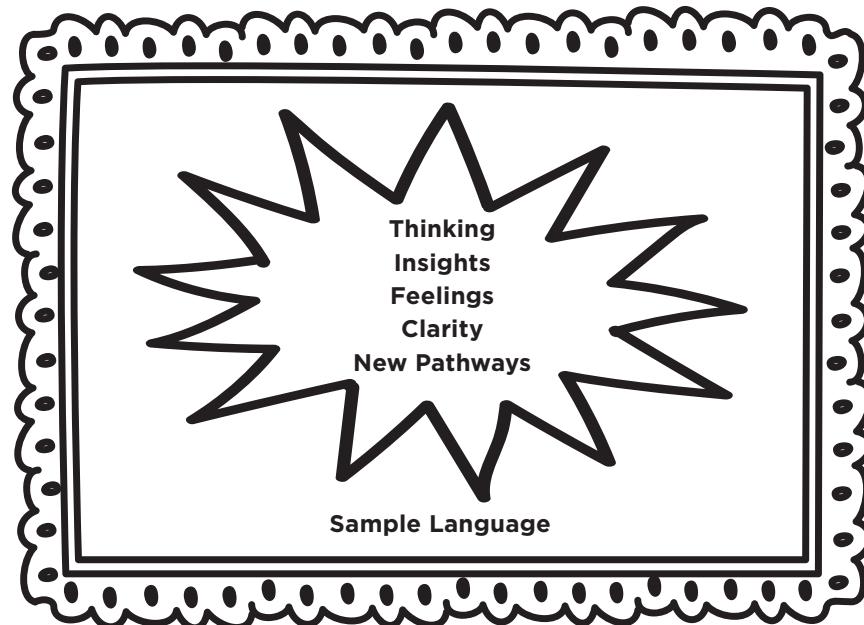


Difficult Conversation Frame

We developed this frame after the creation of “The Results Coaching Conversation Frame.” We sincerely believe that when Coach Leaders engage in proactive conversations early on, it significantly reduces the need for difficult conversations later. Notice how this frame is two-sided. It offers a visualization of the flow of the conversation and specific steps to include. The back portion of the frame serves as a guide for questions related to the quadrant where the teacher appears to reside. See chapter 7 for more specifics on each quadrant.





QUADRANT 1 (DIRECTIVE COACHING)

- “You came into this profession to make a difference. You were hired because of your knowledge, skills, and tools, which are _____.”
- “The expectations of the position have been articulated to be _____.”
- “Your actions have contributed to a situation requiring urgent attention.”
- “It is immediately critical to see in your actions (or behaviors) the following.”
- “Some evidence of it would look like _____.”
- “Your timeline for it is _____.”
- “On a scale of 1-10, what is your commitment to this goal, action, or timeline?”
- “What new learning or insights are coming forward for you in this conversation?”
- “If, for some reason, you should decide not to fulfill these agreements, it will appear obvious that this work is not meeting your needs or the needs of this school.”
- “I look forward to your success and reviewing your evidence on _____.”

QUADRANT 2 (COLLABORATIVE COACHING)

- “Your energy and commitment to your work are evident.”
- “This conversation is to review and revisit the standards and expectations that will be so important to your success in the position.”
- “How are you assessing your success related to the standards and expectations of the position? What evidence do you notice?”
- “What are you identifying as a next goal for yourself?”
- “What do you want to celebrate about this in a couple of weeks?”

QUADRANT 3 (COACHING WITH SPECIFIC FOLLOW-UP TIMELINES)

- “You came into this profession to make a difference and have been doing that for many years. Your years of service are _____. Your knowledge, skills, or gifts are _____. ”
- “You are very aware of the huge accountability changes in our profession and the expectations that we face today. You are very aware of the standards we are held to, and you have been at this long enough that you know _____. What is standing in your way to _____?”
- “As you think about this requirement, what comes to mind as your most effective strategies or moves to fulfill the expectations of your position? How do you want to put this into action?”
- “With your knowledge and expertise, what will guide your self-assessment of your progress? What support, if any, do you want from me or another resource?”
- “Let’s talk again in ten days so you can share the growth you’re seeing and how it has impacted your results.”