

Figure 3.1: How to Use Coach-Like Behaviors in Work Conversations

Coaching Behavior	Notes About Your Proficiency With This Behavior
Establish an agreed-on time for the conversation.	
Identify and confirm the purpose of the conversation.	
Stay present in the conversation.	
Promote a sense of trust and safety throughout the conversation.	
Listen with a commitment to understand.	
Offer an empathetic paraphrase (especially when emotions are strong).	
Demonstrate a mindset of presuming positive intent.	
Use intentional language when speaking.	
Check in on how the conversation is supporting the agreed-on outcome.	
End the meeting with clarity on insights, growth, and follow-up steps.	