



Management Masterclass

Coaching Sessions: The FUEL Model

This Training Will Help You:

- Explain the value of coaching
- Apply the FUEL model during coaching

Coaching Overview

What?

When?

How?

Defining Coaching

- Actively listen
- Ask powerful questions
- Raise awareness around “blind spots”
- Challenge thinking and deeply held beliefs
- Make requests for new action

Coaching Styles

Teaching

Facilitating

When To Coach?

Coaching

- High potential workers
- Knowledge workers
- Commitment
- Manage relationships

Other Methods

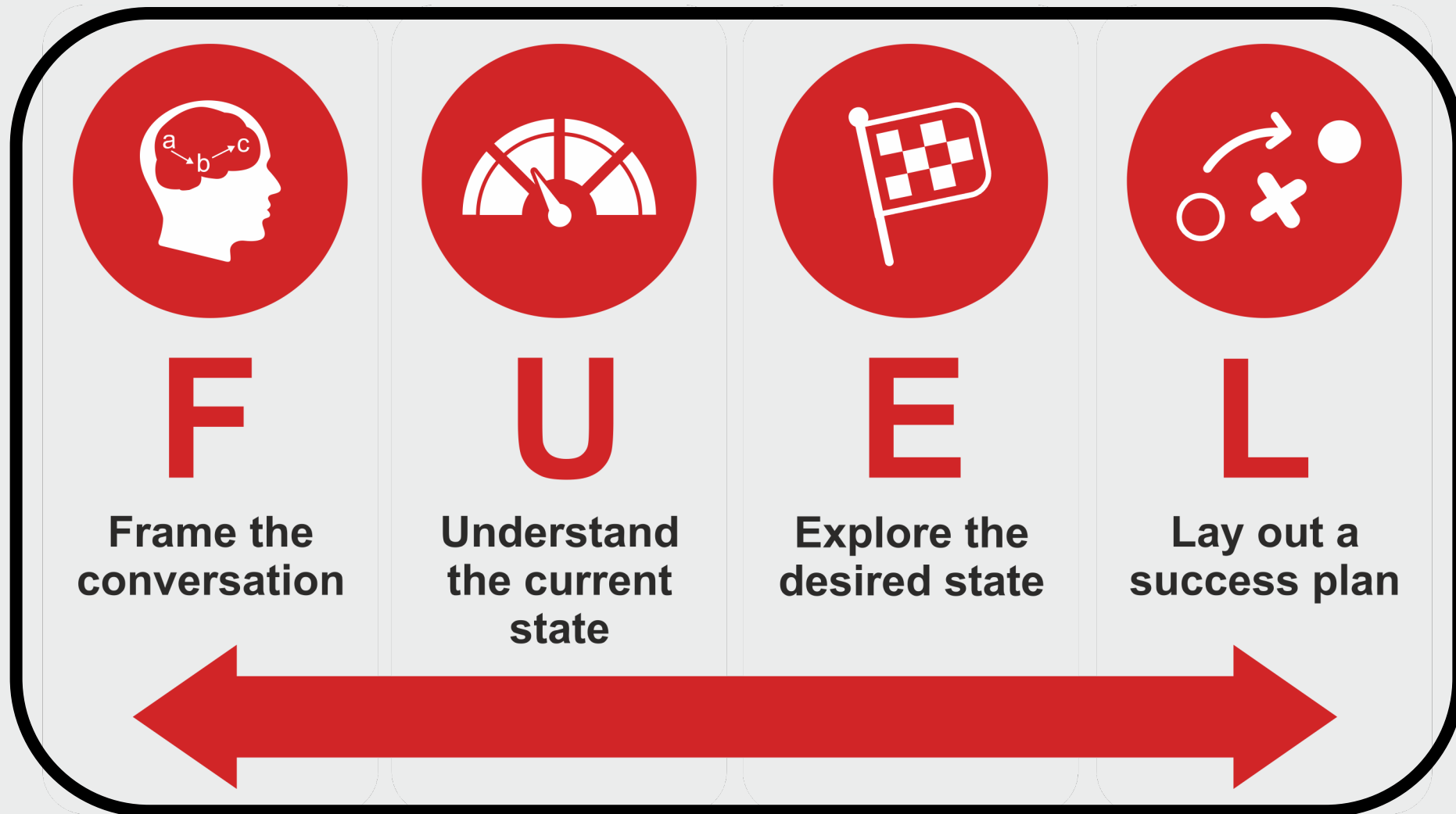
- Underperformers
- You have the answers
- Task control
- Cannot achieve the goal

How To Be A Good Coach?

Four steps:

1. Be fully **present** for and **focused** on the mentee
2. Be aware of your own **mindset** and that of the mentee
3. Practice **empathic listening** (*aka active or reflective listening*)
4. Ask **open-ended questions** to facilitate mentee own insight

FUEL Model



Frame The Conversation



Set the context and focus for the conversation

Understand The Current State



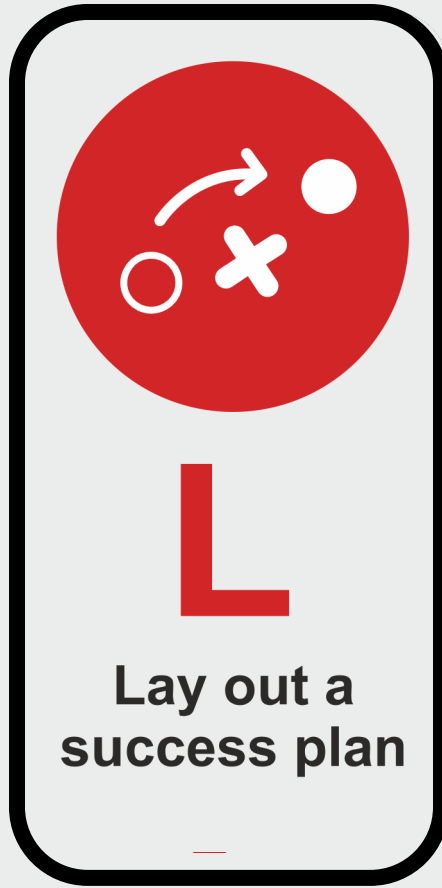
Seek to understand by gaining context around the situation and asking open-ended questions to dig deeper

Explore The Desired State



Help your team member identify the target and generate paths to achieve the desired result

Lay Out A Success Plan



Create a detailed action plan that will lead to achieving the goal

Coaching Activity

Choose Coach, Mentee and Observer roles *(12 minutes per round)*

Coach: Use the FUEL model to coach the Mentee

Mentee: Respond realistically to the coaching

Observer: Watch and take notes

When time is up, debrief and switch roles

Role of Mentee

During the coaching:

- Be yourself
- Focus on getting real value from the coaching - do not think about what the coach is doing (yet)
- Don't try to artificially help the coach. Let them structure the conversation.
- Use a real issue. Either one you prepared or anything else which seems more relevant now

Role of Coach

During the coaching:

- Stick to using the FUEL model
- However, make adaptations to meet the needs of the mentee
- Be yourself
- If you have a question or want help, raise your hand
- Take risks and try new things (so that you learn)

Role of Observer

During the coaching:

- Observe, don't speak
- Take notes
- Pay special attention to the coach's area/s for improvement

Coaching Activity Debrief

Debrief roles *(3 minutes per round)*

Observer: share your observations and feedback

Mentee: share feedback including biggest strength and biggest development area for this Coach

Coach: write down what you learned - what do you want to remember from this session?