

GLOSSARY



Coaching and Developing Employees

With Lisa Gates

Use these terms and definitions below to understand concepts taught in the course.

Transcript Search: note that you can search for terms directly within the course. To search video text, switch to the *Transcripts* tab, then press Cmd/Ctrl + F on your keyboard to run a search within the active transcript.

Term	Definition
coaching	The process of guiding, questioning, prompting, and encouraging forward movement; does not include hand-holding, doing the work yourself, or telling people what to do step-by-step
future focus feedback	Constructive criticism that focuses on what's possible and what might be improved in the future, rather than highlighting the things that have gone wrong in the past
GROW	A coaching framework that stands for goals, realities, options, and way forward
implementation conversation	The conversations in which you help people move their visions into setting goals and accountabilities
reflection conversation	The conversations in which you create a pause in the action to anchor learning, growth, and results by assessing, acknowledging, and even celebrating accomplishments
stretch opportunities	Tasks that allow employees to learn or to put what they've learned to the test
vision conversation	The conversations at the beginning of a coaching arc in which you review the person's accomplishments, take stock of their strengths and inspiration, and review what they want to learn or how they want to see their career unfold