

COACHING *From the Heart* GUIDE & PLANNER



BE CONFIDENT • BE EMPOWERED • LEAD FROM THE HEART

DATE _____

CRITICAL Conversations

One word you feel about them...

new word

CLARITY IS KINDNESS

- CONVERSATIONS I NEED TO HAVE**
- _____
 - _____
 - _____
 - _____
 - _____

- TWO TECHNIQUES TO AVOID**
- 1 _____
 - 2 _____

- TO BREAKTHROUGH ANYTHING**
- 1 _____
 - 2 _____
 - 3 _____

<input checked="" type="checkbox"/>	7 COACHING TECHNIQUES <small>CHECK WHEN YOU'VE PRACTICED EACH TECHNIQUE</small>
<input type="checkbox"/>	1-10 <small>FROM 1-10, WHAT WOULD YOU RANK XYZ?</small>
<input type="checkbox"/>	LOOKBOOKS <small>CREATE FOR ANY AREA. WHAT'S DIFFERENT?</small>
<input type="checkbox"/>	STEP INTO THE GUEST'S SHOES <small>IF YOU WERE...</small>
<input type="checkbox"/>	WIIFM <small>WHAT'S IN IT FOR ME - SPEAK TO WHAT MATTERS TO THEM</small>
<input type="checkbox"/>	RITZ CARLTON <small>WHAT WOULD IT LOOK/BE LIKE AT THE RITZ CARLTON?</small>
<input type="checkbox"/>	ARE YOU OPEN TO SOME FEEDBACK? <small>GIVE RESPECT & PUT THE OTHER PERSON IN CONTROL</small>
<input type="checkbox"/>	POSITIVE MOTIVATION VS. FEAR <small>WHAT ARE THE POSITIVE CONSEQUENCES? WHAT ARE WE MOVING TOWARD VS. AWAY FROM?</small>

<input checked="" type="checkbox"/>	COACHING CHECKLIST
<input type="checkbox"/>	SHARE & PRACTICE WITH LEADERSHIP TEAM <small>MEETING DATE: _____</small>
<input type="checkbox"/>	IDENTIFY CONVERSATIONS NEEDED
<input type="checkbox"/>	SCHEDULE & HAVE COACHING SESSION
<input type="checkbox"/>	CREATE LOOK BOOK(S)

I WILL:

LEADER NAME: _____