



## Laurel and Associates, Ltd.

Workplace Learning and Performance:  
Building the Skills for Your Success

### The DO COACH! Model

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|----------|-------------------------|--|
| <b>D</b> | <b>Diagnose Need</b>    | Identify the goal of the coaching process.   |
| <b>O</b> | <b>Outline Approach</b> | Identify the best strategy to raise the issue and obtain buy-in and cooperation from the individual.             |
| <b>C</b> | <b>Communicate</b>      | Create awareness of the coaching concern or opportunity.   |
| <b>O</b> | <b>Open Dialogue</b>    | Ask questions to draw out the individual's perceptions and recommendations, then actively listen to the answers. |
| <b>A</b> | <b>Act</b>              | Develop a joint action plan with specific deadlines.   |
| <b>C</b> | <b>Check</b>            | Plan follow up and progress checkpoints.   |
| <b>H</b> | <b>Hand Off</b>         | Have the individual summarize the discussion and the resulting plan. End with positive reinforcement.            |