

# COACHING CONVERSATIONS

Empower growth together

## CHEAT SHEET

### What it is & why it matters

Coaching is not about having all the answers. It is about **helping others discover their own solutions**, strengthen their confidence and grow through reflection and ownership. Good coaching conversations are useful for everyone:

- **leaders** who want to empower their teams,
- **colleagues** who want to support each other, and
- **individuals** who want to navigate their own development.



### Best Practices

- **Be present:** listen with **full attention** and curiosity
- Ask **open-ended questions** that invite reflection
- **Focus on strengths** and learning opportunities, not just on problems
- **Trust** the other person's ability to find answers
- **Hold space:** let silence work and avoid jumping in too quickly



### Avoid These Pitfalls



- **Solving the problem** for the other person instead of empowering them to find their own way
- Turning coaching into **performance evaluation**
- Focusing only on **weaknesses** or **mistakes**
- Trying to **control** the outcome
- **Assuming** you know what the other person needs

### Practical Tips

- Use **coaching questions** like:
  - “What’s the real challenge here for you?”
  - “What options have you already considered?”
  - “What would a small first step look like?”
- **Reflect back** what you hear to clarify and deepen understanding
- **Ask for permission:** “Would it be helpful if I shared an observation?”
- Apply coaching not only in formal talks but also in **everyday conversations**



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