Coaching can be scary!

Skill	Opportunity	Scenario(s)	Least Intrusive → Most Intrusive	Takeaways
Staying on track, aka INTERRUPTING. Applies for individuals or teams	How can you invite an individual or team to assess if they are off track from their stated goals for a session?	Team is not making efficient use of their time in a meeting	If possible, begin physically. Move to see reaction. Raise hand. Elmo I would state the obvious and say sorry to interrupt and tell them they are going astray and get them focused on the topic again Speaking over someone Audible sigh. Yelling "Stop talking" lol person sharing screen getting a message like "this is so boring" Visable timer / time box Using a Zoom reaction to indicate we're off track Ask if we are on agenda, or should add to agenda Tell what you see Jumping in to ask the team, "Does this need to be a follow-up conversation or separate meeting?" Just butting in Gently Nudge them to remind them to keep on track Use stacking or allow for queuing - sometimes someone is talking but giving a visual when there are others waiting helps "I can't tell, is what we are talking about relevant?" Use an annoying sound like the alarm from the movie The Purge, saying 'Excuse me'	Interrupting is necessary but do it gently There are times you need to interrupt, and there are many ways to do it based on the scenario. So many ways to interrupt that I can try out Interrupting will ultimately benefit the team, but you can approach it in many ways You may have a need for least intrusive OR very intrusive - it depends on the situation.

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How can you CHALLENGE a person, team, or organization within the context of their stated goals?	Encourage their self-accountability	A manager says, "I want people to make more of their own decisions." You have observed they are frequently questioning and overriding the decisions of those they manage.	Ask how people like to be reminded of goals and intentions Directly state, "I have a challenge for you." (team or person) ask the person if we try one option and see what it results in for one iteration and then plan and pivot accordingly Meeting with the manager 1:1 to mention that the team clams up in front of the manager. Discuss the manager not attending some meetings, as an experiment, to see if it encourages more team autonomy 1:1 challenge (not in front of others) What makes you (say think feel) Tell their manager instead of them! In front of the rest of the team say "Why aren't you...." Topic for a Retrospective If it's in our team agreement, ask if we need to change our team agreement. loud, interruptive speak I am seeing... Is this what you want to be _____ (communicating doing, etc)	Be more observant during the meetings I attend A lot of options on challenging that don't immediately come to mind with the phrase

Skill	Opportunity	Scenario(s)	Offer → Tell	Takeaways
How can you offer your INTUITION without attachment?	You may spark a brilliant insight	A SM says: "People aren't participating in the retro . I have some ideas, but I'm not sure what will really work."	Ask permission to share yourt thoughts Ask them SM if they would be open to talking through the personalities or interests of the team members. What could draw them out? offer your experience like "when I worked on x, I found y helpful, do you think this would be helpful here?" Provide a scenario where this happend previously and how it worked out when team members spoke up. Ask questions to get more information first Ask the team what would encourage their participation. What ice breakers or generating insights activities would they like to see? Just blurt it out and risk offending Try different techniques and observe Ask the SM if they want to talk through their ideas Assume you should find some examples to prove your intuitition so you can offer observations to make it stick	Never demand, always encourage participation. Probably better to offer in a lot of cases.