



Coaching techniques to support better conversations

A resource for practitioners using the TGROW model

April 2020

Better conversations

How this can help improve the quality and outcome of your conversation?

Using some simple coaching approaches can significantly improve the quality and the outcomes of conversations for all parties.

This resource is suited for anyone who needs to support people to take some ownership and control in problem solving and action planning. The TGROW model outlined in this resource will enable you to structure a conversation that helps individuals create greater awareness and insight around their concerns, and find solutions that will work for their specific situation.

As a coaching approach this works well to structure conversation either with member of the public as well as structuring conversation with staff members.

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What is a coaching approach?

A coaching approach can enable people to process what is going on for them and others during uncertain times, helping them to figure things out for themselves, what they may need from others, to feel more grounded with what is happening and identify what they can and cannot affect or control relating to their own health and wellbeing circumstances.

What is TGROW?

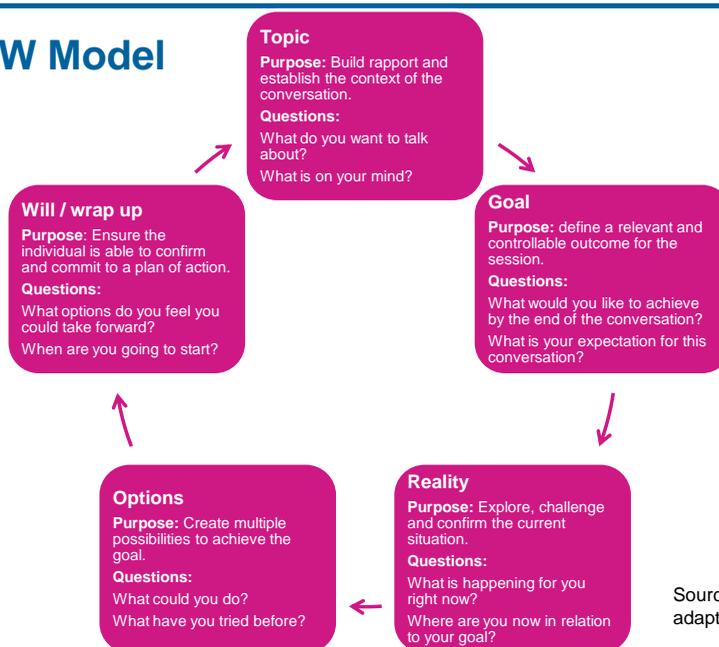
The TGROW coaching model is a variation of John Whitmore's GROW Model and is a popular, simple and affective framework driven by a powerful coaching philosophy. The **T** stands for Topic, in other words the broad area that the person being coached (coachee) wants to address. The rest of the **TGROW** coaching model follows the traditional GROW structure of **Goal, Reality, Options, and Will**, which is detailed on page 4 of this resource.

What makes a conversation person centred?

A person centred approach focuses compassionately on people being equal partners and them having the resources and potential to find their own solutions for the challenges they face.

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The TGROW Model



Source: Andrew McDowell, adapted from John Whitmore

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Questions for each stage of TGROW

TOPIC	<ul style="list-style-type: none"> • What would you like to talk about? • What's important to you right now? • What areas do you want to explore and address? 	<ul style="list-style-type: none"> • What's on your mind? • What is your priority?
GOAL	<ul style="list-style-type: none"> • What's your goal and expectation for this conversation? • What would you like to have achieved by the end of this conversation? • What will make you feel this time is well spent ? 	
REALITY	<ul style="list-style-type: none"> • How are things going right now? • How do you feel? • What is the biggest concern? • Who and what in your life that can help to improve your situation? 	<ul style="list-style-type: none"> • What resources do you have available to you? • What barriers do you face? • Is this something you have thought about and tried?
OPTIONS	<ul style="list-style-type: none"> • What are some of the ways you can approach this? • What's another way of looking at this? • Would you like to explore some of your options? 	<ul style="list-style-type: none"> • What are some of the advantages and disadvantages of these options? • What have you tried before? • Can I share with you something you may find helpful and see what you think about it?
WRAP UP WILL	<ul style="list-style-type: none"> • What options are your best choice? • When will you do this? • What are you willing to commit to doing/trying? 	

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Other powerful coaching questions

The best coaching questions are selected for the right situations and occasions and here are some of our favourites to choose from:

- **What would you like to have achieved by the end of this conversation?** We ask this at the beginning of every conversation so both parties can keep on track and remain clear about the direction of the conversation.
- **What is your current biggest issue or challenge?** This helps the person to prioritise and focus on any issue or challenge. You can follow this with what is in your control and out of your control as this helps to identify what you can and can't change.
- **What is working well for you and what can you be doing for yourself?** This is a strength based question and focuses on the person's own resources, connections and community.
- **How will you know things are working better for you?** A reflection question that can be expanded for the person to visualise a better future.
- **Are there any important questions that I have missed?** This lets the person offer something relevant that isn't missed.
- **What's the first or one step you can take towards your goal?** This is great for helping a person think about manageable actions, especially if they feel overwhelmed. You can change this to the easiest action, as a first step if needed. It's good to add in a timeframe (the next week or fortnight) to help them commit to their action and make it real.
- **What are the most important takeaways for you from this conversation?** This lets the person reflect on the key benefits of the conversation.

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Top tips:

- Use active listening and let the person do most of the talking.
- The 90/10 rule is helpful for making the effort for the coach to do 90% of the listening and 10% of the talking.
- Remember silence can offer valuable space for reflection.
- Practice compassion for yourself and others.
- Agreeing the time you have available and therefore what is possible to discuss in that time.
- To summarise what you think you have heard and understood about the persons needs and concerns so they know they have been understood?
- Letting the person know when they have a few minutes left and asking if they've anything else they need to bring to the conversation before finishing?
- Asking the person if it is a good time to stop can be useful way to end the conversation.
- Remember when using a coaching approach, it is not your job to find answers, rather your job is to provide a safe space, ask good questions and enable the individual to find their own solutions.

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We teach TGROW and other coaching approaches as part of our two day Health Coaching Programme. This programme has been suspended until September 2020 at the earliest. In the meantime if you would like to find out more about TGROW and other Personalised Care resources, please visit the Personalised Care Hub Education and Resource page at healthierlsc.co.uk/PersonalisedCareHub or email us at bfw.healthcoaching@nhs.net

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