COACH AND CONNECT
CHEAT SHEET

WIN BEFORE YOU BEGIN

- People trust and believe others who like them and are for them
- Everyone's biggest fear is being rejected and their biggest need is to be accepted
- People live up or down to the expectation of their leader
- Seek first to understand, then to be understood
- When there's a gap between reality and perception, it always ends badly
- Everyone has an ego-based reluctance to hear or believe criticism about themselves

Step 1: Decide on your preferred outcome.

Step 2: Choose a safe location.

Step 3: Let them talk! Ask for bright and dim spots. Listen!

Step 4: Ask them to plot themselves on the Star Chart, then you plot them.

Step 5: Agree on "the commits."

HOW TO HAVE TOUGH CONVERSATIONS

Be humble, redemptive and don't assume motives.

- State your facts
- Express themes/patters that you see -- here's my story, what's your story?
- Ask for perspective
- Agree on next steps

EXPERT LEVEL QUESTIONS

- What does a great day look like for you?
- What duties energize you? Deplete you?
- Tell me more...
- Help me understand...
- Please elaborate...
- Is this what I hear you saying?
- How can I help you succeed?

Professional Leadership Institute (PLI) is an educatinal website providing its students with practical education in entrepreneurial leadership.

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