

# UNCoMpLicATeD COACHing for Operational Improvement

## DEFINING CONVERSATION (one time)



We've been having challenges with \_\_\_\_, what do you think the problem is?

What could you do to make it better?

How can I help you?

## REFINING CONVERSATIONS (repeat until you see results)

How's it going with that plan you had for improving \_\_\_\_\_?

POSITIVE RESPONSE

Sounds great! Do you have any other ideas for making it even better?

OR

NEGATIVE RESPONSE

Sounds like you've had some challenges. What could you do to make it better?

How can I help you?

