

## Pick The Right Coaching Mode®

| Situation/Mode        | Directing Mode | Teaching Mode | Persuading Mode | Collaborating Mode | Coordinating Mode |
|-----------------------|----------------|---------------|-----------------|--------------------|-------------------|
| Tasks and Procedures  | clear          | unclear       | unclear         | unclear            | clear             |
| Need for Speed        | high           | low           | low             | low                | high              |
| Need for Coordination | low            | high or low   | high or low     | high               | low               |
| Proven Competence     | low            | low           | low and high    | high               | high              |

### Directing Mode

- High task, low relationship
- Plans & decides
- Tells what and how to do
- Provides answers to problems
- Provides structure
- Follows up closely
- Minimizes interpersonal interactions

### Persuading Mode

- High task, high relationship
- Plans and decides
- Considers followers input
- Persuades rather than orders
- Helps followers solve problems
- Follows up
- Increases interpersonal interactions

### Teaching Mode

- High task, high relationship
- Start with a story, analogy, example
- Engage the learner
- Show rather than tell
- Have them try while you watch
- Use the Coaching Model

### Facilitating Mode

- Low task, high relationship
- Collaborates to make decisions
- Delegates methods
- Negotiates assignments
- Asks questions to solve problems
- Participative follow-up

### Coordinating Mode

- Low task, low relationship
- Clearly defines desired outcomes
- Allows freedom to achieve outcomes
- Delegates decisions
- Expects independent problem solving
- Follow-up is periodic
- Interacts infrequently
- Interacts frequently