

# Coachable Moments Checklist

Review this checklist both before and after your coachable moment.

Get straight to the point. I'd like to talk to you about...

Speak for yourself and describe observable behaviors. Stay away from opinions and judgments.

Identify the specific impacts the behavior is causing.

Allow the recipient to absorb and react to the feedback.

Handle objections respectfully.

Do not get into arguments. Call a time-out if necessary.

Let the recipient come up with as many possible solutions. If any are agreeable, then start there. If not, share some of your thoughts.

Allow the recipient to explain how their solution will impact the situation.

Memorialize your agreements, considering an action plan.