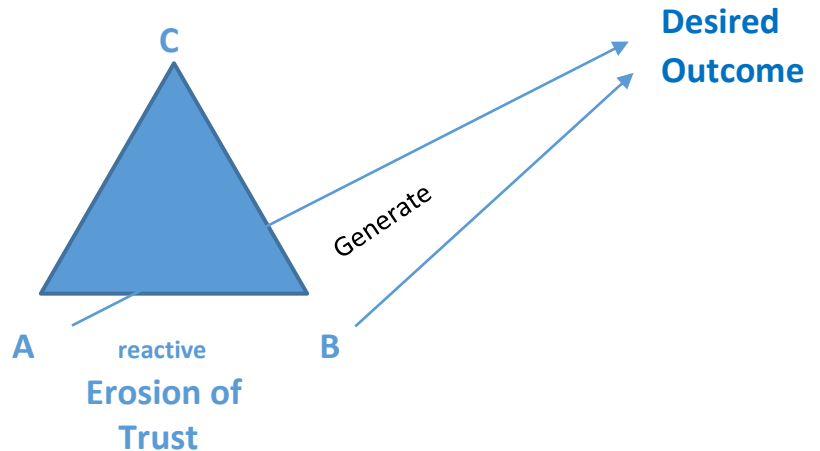


ABC Coaching Model

Situation: Two co-workers are in conflict and one of them comes to you for help.

Who's Who?

A = the person who comes to you
B = the person A has a conflict with
C = you



Your Goal

- At least: Avoid triangulation and erosion of trust.
- At best: Enhance relationships of all parties and redirect focus to DESIRED OUTCOME by making the You-turn and Coaching from the Sidelines

Your Role

- C's role is NOT to be the rescuer, judge, mediator, or problem-solver.
- C's role is to coach A and B and produce a shift in FOCUS away from each other (out of their victim or bad guy states) to the DESIRED OUTCOME, i.e. the results we are committed to.

Script

If A comes to C without B, C asks:

- "Does B know you're here?" or "What did B say when you brought this up to them?"
- If "no," C says, "I appreciate your reaching out to address this. Let's bring B into the conversation so I can hear from both of you at the same time."
- A leaves without having presented their side of the story; or A stays until B arrives.

WHO WILL DO WHAT BY WHEN?

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ABC Coaching from the Sideline

When parties are all together, C starts the conversation by establishing GROUND RULES:

- 1) Focus on DESIRED OUTCOMES.
- 2) Remember that conflict is normal (the absence of it is dysfunctional).
- 3) No one is right or wrong.
- 4) We can safely express perspectives as long as we own them as an assessment (vs. as a fact).
- 5) C asks for explicit acceptance of ground rules and enforces them.

F.L.O.W. with it

Future - What is the desired outcome?

Coach asks A and B: “What are your shared goals? What’s possible if the two of you work together effectively? Let’s define clearly what that success would look like and what results you can produce.

Limitations - What challenges do you need to overcome?

Coach asks A and B: What are the barriers, difficulties or obstacles that need to be navigated to get to the desired outcome?

Options - What challenges do you need to overcome?

Coach asks A and B: What is your strategy for working together to achieve the desired outcome? What will you do to navigate these circumstances? And what else?

Who Will do What by When? – What are you willing to commit to?

Coach asks A and B: Who is doing what? And by when as a result of this conversation? How will I know this happened?

All parties agree to create a written record of the agreements made and honor the commitment by either fulfilling them or renegotiating them before they are due.

WHO WILL DO WHAT BY WHEN?

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