

How to Mentor and Coach People

There are two primary frameworks for developing people.

One involves a mentoring (download) approach.

The other is a coaching (explore) angle in which you seek to help the person through exploring the issue with your guidance.

Both methods are effective and should be utilised.

<u>DOWNLOAD</u>	<u>EXPLORE</u>
Development focussed	Development focussed
Give advice	Build awareness
Impart knowledge	Develop responsibility
Tell stories	Ask for stories
Answer questions	Ask questions
Directive	Non-directive

The Language of Download and Explore

The difference between the language of downloading and exploring helps highlight the distinctions between these powerful means of developing people.

DOWNLOAD	<u>EXPLORE</u>
I think we should focus on this area	What's got your attention at the moment?
I wouldn't do that if I were you	What do you think you should do?
This is how I would solve that problem	What are your options?
This is an example of what I mean	Could you give me an example of that?

The language of downloading is generally advisory and informative in nature.

Extensive questioning reflects **the language of exploring**.

Downloaders learn to frame their impartation of skills and knowledge within stories of their own journey.

Explorers learn to ask "How" and "What" questions and use phrases like "tell me". They avoid closed questions that can be answered with a "Yes" or "No", and "Why" questions which tend to carry an accusative feel.

<u>DOWNLOAD</u>	<u>EXPLORE</u>
Those being developed will feel empowered by the knowledge and personal stories that are shared.	Those being developed will feel empowered by the developing awareness and the increased responsibility they will gain.

GROW – Proven and Simple ‘Explore’ Style

G = GOAL – the agreed topic of discussion or objective

Let's talk about ...

What's on your mind?

In what area do you want to grow?

R = REALITY – ask them to self-assess, avoid assumptions

What's the current scenario?

What's working for you now?

Tell me more about that ...

Talk me through that ...

O = OPTIONS – cover full range of options

What possible solutions are available?

If you were an expert in this area what would you recommend?

What are you doing that's already working?

What is the difference between the now and the ideal outcome?

W = WHAT'S NEXT – who does what by when

What options appeal to you?

What are the implications for these actions?

What are the next steps to take?

How will you keep track of your progress?

The Big Challenge

The biggest challenge for leaders is to stop downloading and start exploring.

Next Step

Use the GROW method in a casual or planned conversation with someone with one proviso: you can offer no advice, only ask questions.

John Finkelde
Grow a Healthy Church