

CLEAR model

C

Contract: Opening the discussion, setting the scope, establishing the desired outcomes, and agreeing the ground rules

L

Listen: Using active listening and empathy to help the coachee develop their understanding of the situation and generate personal insight

E

Explore 1: Helping the coachee to understand the personal impact the situation is having on themselves. **Exploring 2:** Challenging the coachee to think through possibilities for future action in resolving the situation

A

Action: Supporting the coachee in choosing a way ahead and deciding the next step.

R

Review: Wrapping up, reinforcing the ground covered, decisions made and value added. The coach encourages feedback on the coaching/mentoring received.

*The CLEAR model was developed by Peter Hawkins

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| | Rapport | Timing | Goal | Measure | Your role |
|------------------|---------|--|---|--|---|
| What to cover | | Be clear from the outset how much time you both have. A typical coaching session is between 20 and 60 minutes. | <u>OVERALL GOAL:</u> e.g. "I want to get hosted in CRM within 8 months" <u>SESSION'S GOAL:</u> e.g. "I need to understand the process" | Help coachee clarify the outcome of the session | Discuss how you can best help the client as a coach, mentor or reviewer |
| Useful Questions | | <ul style="list-style-type: none"> • How long do we have today? • We have x minutes today and we can pick up tomorrow if needs be • Let's time box this to x minutes (if appropriate) | <ul style="list-style-type: none"> • What do you want to achieve (overall)? • What can we do in this session to help you towards that goal? | <ul style="list-style-type: none"> • What specifically do you want to have at the end of this session to meet your goal for today? • How will you know you achieved your goal (see, feel, hear, know)? | <ul style="list-style-type: none"> • Would you like me to coach you or advise you on this? |