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The GROW Method for Empowering Your Team

Team coaching is a great way to approach workplace issues, getting your team to exercise thought and actively participate in coming up with a solution.

VirtualDOO's Lloyd Thompson likes to handle team coaching with the **GROW framework**, a simple coaching tool that stands for **Goal, Reality, Options, Wrap-up**.

Let's say, for instance, your website had a server meltdown. You get your team together and run through GROW:

Goal - Start with the goal, which is figuring out why there was a meltdown, and what you can do to prevent it happening again. Note, the goal is NOT to determine who to blame for the incident.

Reality - Now you draw the reality - literally draw, with a diagram. It might be on a physical or a virtual whiteboard, with boxes and arrows. Lloyd's tip: don't try too hard to be accurate. You want to draw in the people who are sticklers for fact - get them involved and let them draw the reality for you. Now you can switch from driving the session to asking questions.

Options - Once everyone's agreed on the reality, you get to the options. You might already have options in your mind, but the aim is to lead your team there by asking questions. And hopefully, they'll be proactive enough even to come up with options themselves. Then you let the team weigh the pros and cons of each option and decide on the best one. This is important, because in the process of coming up with an option, they are also buying in. It's not the boss's idea which will make it his fault if it doesn't work.

Wrap-up - When you've come up with an option everyone's agreed on, you can conclude the meeting.

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