

# SURFACE TO SOUL

Live Well | Lead Well | Coach Well

## Create Action Steps and Accountability

*Use the following 3 components to create action plans and accountability.*

### 1 | BRAINSTORM

Brainstorming helps someone see the same things differently. Brainstorming enables individuals to discover for themselves different perspectives and possibilities. This involves distinguishing between fact, perceptions, and interpretation, as well as gaining clarity and defining success. Start by asking coachees to identify a next step; what they would usually do next. Then, ask coachees to set that action aside for the moment, and come up with 50 other possible actions. Most laugh at this request. Restate your request and give them some prompts, such as:

- What's the most outrageous step you could take?
- What's the simplest next step?
- Who could help you generate more ideas for next steps?
- What possibilities have you repeatedly dismissed?

### 2 | DESIGN ACTION STEPS INTO A WORKING PLAN

Within the context of brainstorming, a plan begins to emerge. The plan includes next steps that are attainable, measurable, specific, and have target dates. In most cases, the plan addresses both what you need to do and who you need to become in order to reach your goal. Techniques useful for designing the action include:

- **Acknowledge.** Recognize and celebrate what has been accomplished.
- **Anchor.** Remind the person or group of the importance of what they are doing and where they are in the plan.
- **List baby steps.** Break action steps into smaller steps can help them begin taking action.
- **Backward plan.** Begin at the end (The goal and then move backward and develop steps to get to the goal.
- **Create structure.** Identifying what and who will keep the client focused on the task at hand.
- **Strategize.** Considering what might derail progress and designing action steps in advance.
- **"Blitz Days."** Carve out blocks of time to tackle things that get in the way or needs to be done to stay on task.
- **Identify daily action.** These help create daily movement and momentum.

**G** What's the **GOAL**?

**R** How are we doing? What's **REAL**?

**O** What are our current **OPPORTUNITIES**?

**W** What's **NEXT**? What will happen by when, and by whom?

### 3 | FOLLOW-THROUGH

In an ongoing coaching relationship, there are built-in natural opportunities to check in regarding ongoing progress and to make course corrections. Check-ins may occur weekly, twice a month, or monthly, and may involve some email interaction between sessions. These coaching session may include questions like these:

- What's happened since the last time we met?
- What didn't happen that you really intended to happen?
- What got in the way? What were the challenges?
- What will you report back to me the next time we meet, regarding this action?
- What do you want to focus on today?



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