Navigate™ Coaching Framework

Coaching is a series of meaningful conversations resulting in actions that create Shared Success.

The Shared Success Model

Coaching helps achieve Shared Success with a balanced focus on the needs and offer of both the individual and organization.

The Three Types of Coaching Conversations

Common Opportunities for Coaching

Performance Coaching
Development Coaching
Career Coaching

Short-Term
Manager Led

Long-Term
Employee Led

The Coaching Mindset

Shared Success
Belief in Potential
Trust

The Navigate™ Coaching Framework

WHAT? Identify the area of focus, goal, opportunity, outcome or challenge for the conversation.

WHY? Identify whether the individual is "connected" to the outcome. Explore how they find their energy.

HOW? Build a plan together for action and/or improvement.

WHY NOT? Clarify barriers, roadblocks, and problems that limit action/improvement.

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The Navigate™ Coaching Framework Sample Questions

North: What? (Potential, Focus)
- What do you want to achieve?
- What results do you anticipate?
- What are the possibilities?

West: How? (Plan, Capability)
- What steps have you taken so far?
- What is the next step?
- Who needs to be involved?

East: Why? (Ownership, Purpose)
- Why is this important?
- What business impact will this have?
- What really matters to you or others about this?

South: Why Not? (Barriers, Problems)
- What is the likelihood of this not working?
- What is the worst case scenario?
- What has gone wrong in similar situations in the past?

Questions for Different Types of Coaching

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<tbody>
<tr>
<td><strong>Performance</strong></td>
<td>What is the performance concern?</td>
<td>Why does it matter?</td>
<td>What do you need to start/stop doing?</td>
<td>What’s stopping you?</td>
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<td>Development</td>
<td>Where do you want to grow?</td>
<td>Why is that important to you?</td>
<td>How do you develop?</td>
<td>What’s the problem?</td>
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<td>What do you want to do better or different?</td>
<td>Does it motivate you?</td>
<td>What will it take to practice?</td>
<td>Why isn’t it happening already?</td>
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<td>Career</td>
<td>What is next for you?</td>
<td>Why is that important to you?</td>
<td>How do you move towards that?</td>
<td>What’s stopping you?</td>
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<td>What do you want to do long term?</td>
<td>What excites you about that?</td>
<td>What else?</td>
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<td>Are you inspired?</td>
<td>What have you already done?</td>
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