The P.O.In.T. Process

Use the P.O.In.T. process and the prompts below to prepare for your meeting.

Purpose: *"The purpose of this conversation, meeting, or one on one is…"* (State the reason for your meeting.)

Outline: *"Here are the topics I would like to cover…"* (Outline the points of discussion.)

Input: *"What additional items would you like to discuss?"* (Assume the employee has agenda items.)

Transition: *"To start off, tell me about…"* (Ask a discovery question.)

Discovery

The discovery portion of the coaching process is important to build rapport, trust, and promote a positive working relationship. The questions asked during this portion are designed to prompt reflections or insights from the employee and will differ based on the individual situation.

Discovery questions will help you to:

- Reflect on past experiences
- Understand the current state
- Explore the future state

Possible Discovery Questions and Statements.

- "You stated… Tell me a little more about that."
- "Tell me about your current process."
- "What have you tried in the past?"
- "What prompted you to explore this solution?"

- "What are you looking to improve?"
- "What if you didn't do anything and kept the process the same, what would happen?"
- "If you could wave a magic wand and have what you'd want most from a solution, what would it be?"
- "What do you need to consider if you decide to move forward with this option?"
- "What would you think would make the greatest impact?"
- "How do you think you should move forward?"

Action Items and Accountability

An action plan provides a clear path to accomplish a goal. Use the guide below to develop a goal. This process will help you to identify who the goal is assigned to, the action steps to meet the goal, when certain milestones will be met, and how the follow up will take place.

W – **W**ho

W – does **W**hat

W – by **W**hen

HF – **H**ow will you **F**ollow up?