

# Mining the Gold: Following-Up Action Steps

The purpose of following-up is to debrief the coachee on actions taken. This process helps to reinforce forward-moving thoughts and behaviors, generates learning and insight, and allows the coach and coachee to troubleshoot difficulties while creating next steps.

## You will learn:

- How to generate natural accountability
- A simple 3-step follow-up process
- Key questions
- Getting from what happened, to why it happened

## Your Experience

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## Setting Action Steps

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## Generating Natural Accountability

Accountability comes in knowing the coach will ask about action steps. At the beginning of every coaching conversation ask:

**What progress did you make on your action steps?**

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## What? So What? Now What?

### 1. What?

Get a clear picture of what the person did and what the results were.

**What progress did you make on your action steps?**

**What did you observe? Think about?**

**What happened as a result?**

### 2. So What?

Ask about insights and discoveries, what did the person learn?

**What did you learn? Relearn?**

**What insight did you get from this experience?**

### 3. Now What?

Help the person to extend the learning into other areas of his or her life.

**Where else in your life could you apply that learning?**

**How can you extend the learning?**

## Dissect the Action Step

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## Q & A

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## Highlights

1. What was helpful for you?

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2. What do you want to try as a result of today's call?

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## About the Presenter

**Keith E. Webb**, D.Min., PCC is passionate about empowering ministry leaders to multiply their impact. In 2005, Keith founded Creative Results Management, a global training organization whose clients are faith-based non-profit organizations. He designed the COACH Model™ and The [Coaching Mastery Certificate Program](#) and has delivered training to leaders in more than 20 countries. The ICF has approved 150 hours training as ACSTH.

He lived 20 years in Asia – Japan, Indonesia, and Singapore. He is author of [The COACH Model for Christian Leaders](#), co-editor and contributing author of *Coaching In Asia*, and author of *Overcoming Spiritual Barriers in Japan*.

He received the Professional Certified Coach (PCC) designation from the International Coach Federation and is the immediate past-President of the ICF Washington State chapter. He and his family currently reside near Seattle.



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## COACH Model™ Resources

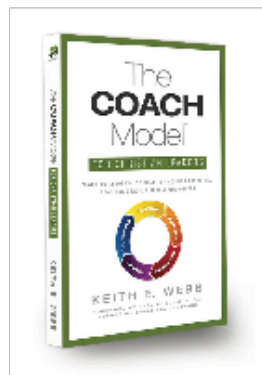


### The COACH Model™ Card

The COACH Model™ Card is an easy-to-use five step guide to a coaching conversation.

### The COACH Model™ Bookmark

A bookmark with The COACH Model™ and questions from 18 different angles to help raise awareness.



### *The COACH Model™ for Christian Leaders*

Create powerful conversations to assist others to solve their own problems, reach goals, and develop leadership skills in the process.

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