

The ARROW Coaching Model Quick Reference Guide



AIM

Set out short and long term goals.

What will they SEE, HEAR and TOUCH that let's them know they have achieved outcomes?

Mark sure the outcome is:
Specific
Measurable
Achievable
Relevant
Time bound



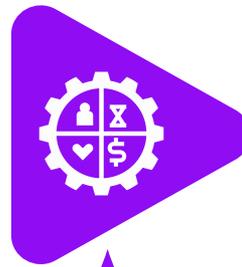
REALITY

Explore recent past to present.

Identify "obstacle(s)" that prevent them from achieving goals.

Avoid spending too much time in this frame.

Explore what's working and what's not working in this frame.



RESOURCES

Identify available resources that can be utilised as part of a strategy to overcome the obstacles and achieve the goal.

Resources can be tangible or intangible.

e.g People, Processes, Technology, Relationships, Websites etc.



OPTIONS

Be creative!

Avoid pre-judging a possible solution!

Seek to brainstorm at least 6 possible ways to overcome the obstacles.

Find ways to use resources in creative ways that help achieve the defined aim.



WAY FORWARD

Narrow down 6 options to top 3 and seek to find the best option or options to move forward with.

Clarify the 1st step in implementing the solution(s) and run through the SMART goal process.

Make sure the Way Forward is a behavioural goal to ensure action is taken.

Additional notes:

- Remember that a coaching approach is an enquiry based approach, so ask plenty of questions.
- The person who controls the frame, controls the game! Make sure you structure and manage the process of the conversation.
- You can start in either Reality or Aim. If a person is talking about a problem they're already in the Reality frame. If they're talking about something they want to accomplish in the future, they're in the Aim frame.