

# Five Step Problem and Opportunity Coaching Model

**1. Show Understanding**  
of Feelings, Ideas and Situation

Skills: Develop a Backup Plan, Set a Date to Follow-up, Make a Referral if Necessary, Don't Give Up

Skills: Ground, Centre, Attend, Observe, Suspend, Listen, Ask Open Questions, Be Assertive and Challenge

**2. Define the Problem or Opportunity,**  
its Main Cause, and Facilitate Ownership

Skills: Confront, Ask Insightful Questions, Share Own Experiences, Help Mine New Ideas, Offer Your Ideas Last

**5. Implement Plan,**  
Prevent Relapse, and Follow Up

Skills: Help with Specific Language for the Action Plan, Get a Commitment, Help Build Realistic, Achievable Steps that are Motivating



**4. Facilitate Goal Ownership**  
and Design Action Plan

**3. Explore Alternative Solutions**  
and Prioritize Best Bets

Core Facilitative Conditions: Genuineness, Respect, Empathy, Specificity