

# THREE HALLMARKS OF POWERFUL COACHING CONVERSATIONS

When you walk into the room, do you:

- See the best in others?
- Confront them with this view?
- Hold them accountable to be this person?

One of the key tools to being an effective coach is mastering how to have powerful coaching conversations. The Three Hallmarks of a Powerful Coaching Conversation are: Appreciation, Confrontation, and Accountability.

## Appreciation



Refer to page 135 in  
**The Master Coach**

Appreciation is at the heart of coaching; it is the foundation for receptivity to feedback, learning, and development. Appreciation focuses on the potential of others rather than their shortcomings. To change, people need to feel that they have potential and are capable of lifting their game.

## Confrontation



Refer to page 201 in  
**The Master Coach**

Constructive confrontation is critical for learning and development. While we often think of confrontation as providing negative feedback, confrontation is equally about challenging others with the good stuff. Great coaches spend much of their time confronting others with their potential and then challenging them to live up to this potential. How often do you confront your team members with the good stuff?

## Accountability



Refer to page 149 in  
**The Master Coach**

Coaching can only occur in an environment of radical personal accountability, meaning people take full responsibility for their own emotions, actions, decisions, and careers. Great coaches do these two things: They model accountability in their own life, and they expect it of others.

## Exercise: Test the Three Hallmarks

### Appreciation

This week, keep track of how many times you lead with an appreciative eye as opposed to a critical eye. Be more intentional about seeing the best in others and looking for what they do well. What differences do you notice in others? In yourself?

### Confrontation

Have a constructive conversation with the intent of serving the other person in some significant way during the conversation. Did you help the individual learn and grow in some way?

### Accountability

Observe yourself throughout the week. When things go wrong or you experience failure, how do you react? In what ways do you take and avoid personal responsibility? What do you do to honor others by giving them accountability and ownership?