

GETTING TO YES

ANSWER	DAILY	FREQUENTLY	OCCASIONALLY
I FEEL RESPECTED			
MY EMPLOYER VALUES ME			
MY WORK MATTERS			



ALWAYS AND NEVERS

ALWAYS

- Thank you.
- I appreciate you trusting me enough to bring this to my attention.
- We take these things seriously.
- If what you describe is happening, it shouldn't be.
- We will take steps to get to the bottom of this right away

NEVERS

- Why are you just bringing this forward now?
- I have a tough time believing...
- What was your part in it?
- Why do you think they did those things?
- Have you told them to stop?



When an Employee Says, “I want to tell you, but I don’t want you to do anything...”

- Simply say, “I can’t guarantee confidentiality.”
- Say, “When people come to me asking for confidentiality, it’s often because they are hurting. My experience is that these things don’t get better until you do something about them, so I hope you’ll tell me what’s going on, even though I can’t keep it a secret.”
- Say, “There are some things I can keep between you and me and some things I can’t, but I hope you will let me help.”



SEPLER & ASSOCIATES COACHING MODEL



LEARNING WORKSHEET

ONE KEY TAKEAWAY

**WHAT WILL YOU
CHANGE OR DO?**

