

Problem-solving protocol



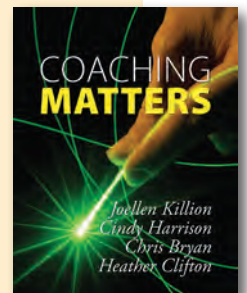
Purpose: To coach a client about an identified issue.

Time: 30 to 45 minutes.

The sweeping changes facing teachers today require a carefully orchestrated plan for implementation that incorporates support for individual teachers, teams of teachers, whole faculties, and teachers across schools. Coaches are a vital part of the change team.

Part of the coach's role is to focus on change management support to address individual educators' challenges and the frustration, negativity, and resistance that often accompany change of any magnitude. The problem-solving protocol on p. 64 is one way for coaches to assist individuals or teams in dealing with problems or conflict that arise as a natural part of the change process.

Coaching Matters, by Joellen Killion, Cindy Harrison, Chris Bryan, and Heather Clifton, reveals how coaching can make a difference. Each chapter describes an element of what research and the authors' experiences show it takes to make coaching effective. This tool is one of many that supplement the content of the book.



Buy the book at <http://store.learningforward.org>. The book is available for \$45 for nonmembers, \$36 for members. *Learning Forward, 2012*

	STEPS	QUESTIONS	RESPONSES
1	STATE THE PROBLEM.	What is the problem you want to solve?	
2	SET CONDITIONS FOR A SOLUTION.	If this problem were solved, how would you feel?	
		What are the top three to five criteria for an appropriate solution?	
3	PROPOSE SOLUTIONS.	What solutions might meet the interests of all parties?	
4	CHECK PROPOSED SOLUTIONS AGAINST CRITERIA.	How does each of these proposed solutions meet your established criteria?	
5	SELECT SOLUTION.	Which solution seems to meet the most criteria?	
		How will others respond to this solution?	
		What will you do to make this work?	
6	ACT.	How will you let others know what you are doing, if necessary?	
7	REVISIT.	How is it going?	
		What adjustments have you had to make along the way?	

Source: Killion, J., Harrison, C., Bryan, C., & Clifton, H. (2012). *Coaching matters*. Oxford, OH: Learning Forward.