The 5-S Model of Coaching

**Situation** What type of thing is going on?

**Symptom** What you see, hear, and feel?

**Source** What is causing the symptom?

**Solution** What to do about it?

**Shift** What change would need to be made to accomplish what you want?

*When using the 5-S Model …*

- Recognize all the symptoms
  - Look and listen for action and inaction, verbal and non-verbal communication
  - Symptoms are what you can see, feel, and hear
- Size up the situation and give it a label
  - Symptoms point to one or more types of situations
  - When you give it a label, you can coach from knowing what’s really going on
- Discern the source of the symptom
  - The source is why the symptom is occurring
  - Once the source is known, the coach gives direction to resolve the source vs. Band-Aid the situation
- The COACHING solution may include …
  - Awareness
  - Action
  - Direction
  - Distinction
  - Formula
  - Phrasing
    - There is always a solution if you know the source; however, the person may not wish to solve it
- Focus the person on the shifts while the solution is occurring
  - Shifts make the solution permanent vs. temporary
  - If you’ve done your coaching properly, the person will naturally make a shift

*Stipulations about the 5-S Model*

- This is a structure to help you coach from your heart and intuition, not become an answer computer.

- It takes time to become aware of all of the S’s.

- Until you master these, soften your words and coaching tentatively, such as “Well, it might be something like …”
Benefits of the 5-S Model

- Problems are solved in one-tenth the time.
- Goals are reached faster.
- Coaching is much easier all-around compared to other management styles (e.g. problem-solving for the person)
- Your intuition/phrasing ability has hugely increased.