**Working at Stage 2 – unpacking uncertainty**

**What are you uncertain about?**

|  |  |
| --- | --- |
| **What is good about making changes?** | **What worries you about making changes?** |
| **What is good about staying the same?** | **What worries you about staying the same?** |

**Tips for coaching change conversations**

**Listen** carefully for any **talk about change**. Remember, the reasons for change come from the person, not you. Don’t try and fix the person’s problem for them. Instead, find out why the person is so uncertain about making changes.

While you are listening, think “*Do I need more information?”*.

Before you assume what is best for the person, check their preferences and feelings, and why.

**Reflect back** what the person says to check you have got it right.

**Ask permission** before you give information e.g. “*Would you mind …*?”.