

Additional Appointments Guide

Purpose: Each appointment after the first appointment is to build upon the action steps from the previous meeting, which helps them make progress towards completing the goal.

Step 1: Start with Successes

Purpose: Begin with strengths & positive experiences to build confidence, reinforce growth, and create a supportive coaching environment.

Process: Explain why appointments will begin with successes (aka purpose).

Coaching Tips:

- Listen for effort, not just outcomes.
- Celebrate progress – small wins become big wins.
- Reinforce persistence - the student's willingness to try.

Ask:

- What went well since we last met?
- What is something you're proud of trying or doing, even if it felt small?
- What is something exciting or positive that happened since we last met?

Step 2: Reflect on the Previous Action Step

Purpose: Building the student's metacognitive skills by determining the effectiveness of the strategy and what the student learned from it.

If the strategy was effective:

1. Celebrate and reinforce follow through.
2. Questions to Ask:
 - a. How did it go?
 - b. What worked well?
 - c. What felt different from what you've tried before?
 - d. What did you like most about using this strategy?
 - e. Is this something you'd like to keep using?

If the strategy was somewhat effective:

1. Assist the student with making adjustments to the strategy.
2. Questions to Ask:
 - a. What part worked best?
 - b. What felt natural?
 - c. What would you keep the same?

- d. What would you change?
- e. What might make it work even better?

If the strategy didn't work...

1. Celebrate and reinforce the learning process.
 - a. Finding out what doesn't work is still progress.
2. Questions to Ask:
 - a. What did you learn?
 - b. What didn't fit your learning style?
 - c. What should we try differently next time?

Step 3: If the Student Did Not Complete the Action Step(s)

Purpose: Exploring the barriers to follow through with curiosity.

Coaching Tips:

- Avoid use of judgmental questions, such as "why didn't you do it?"
- Be curious.
- Be compassionate.
- Normalize that change is hard.
- Help solve problems together.

Ask:

- What got in the way?
- What made it difficult?
- What were you noticing when you wanted to get started?
- What made following through challenging?
- What might make this easier next time?

Step 4: Reinforce Goal Progression

Purpose: Connect the conversation to the student's larger goal.

Coaching Tip:

- Help students recognize growth that they may overlook.

Examples of what to say:

- It sounds like you're getting closer to...
- You've learned something important about how you work best.
- Even though this wasn't perfect, you're making progress.

Step 5: Decide on Next Action Step

Purpose: End every appointment with a clear, manageable action step for the student to follow.

Goal: Help the student create / choose the action steps themselves.

- Questions to Ask:
 - Based on today's conversation, what would you like to try before we meet again?
 - What's one step that feels realistic this week?
 - Which strategy do you think would be most helpful?

Coaching Tips:

- If the student has trouble identifying an action step, you can recommend or teach a strategy and assign it as an action step.
- Limit students to **one to three** action steps between appointments.
- Focus on quality over quantity.

Step 6: Close the Appointment

Confirm that:

- The student understands their action step(s).
- Student feels confident trying them
- Student knows why the action connects to their goal
- Student knows what you'll reflect on next meeting

Finish the appointment by:

- Encouraging the student's follow-through on their action steps
- Encouraging progress over perfection
- Emphasizing and recognizing the progress the student made during the appointment.

References

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