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**About Julie**



- **Certified Master Coach and MBA**
- **Collaborative and flexible to customer needs**
- **Passionate about driving impact for customers**

2 | Presentation Title - 000012 (Optional)



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**Being Vulnerable...**

- Thinking back to when you were a child, what is your favorite childhood memory...
- Be prepared to share with the person next to you.



3 | Presentation Title - 000012 (Optional)



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**TOUGH TALKS**  
PEER PARTNER INTERVIEW

 **ACTIVITY 5 MINUTES**



**With a partner, interview each other on the following questions:**  
What prevents you from being vulnerable with someone?

4 | Presentation Title - 00/00/12 (Optional) 

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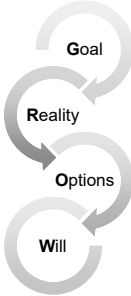
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**The GROW Model...**



- provides a structured, effective process for accomplishing goals and overcoming challenges
- reinforces productive conversations through inquiry and advocacy
- enables the customer to break down an issue into its basic, factual parts – then develop solutions
- supports the customer in creating actions he or she is committed to
- facilitates the customer to GROW in the process

Actively Listen    Open-ended Questioning    Promote Self-Discovery

5 | Presentation Title - 00/00/12 (Optional)

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**Goal**    Establish the Goal

What do you want?

Paint a picture of success

Focus forward

6 | Presentation Title - 00/00/12 (Optional) 

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**Reality**

Examine Current Reality

- What is happening now?
- Find the gap between reality and the goal
- Determine obstacles

7 | Presentation Title - 00/00/12 (Optional) zoetis

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**Options**

Explore the Options

- What is possible?
- Brainstorm...what else?
- Pros and cons

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**Will**

Establish the Will

- What is your first step?
- Commit to an action plan
- Follow-up:  
Schedule time to review progress and provide support

*"The journey of a thousand miles begins with a single step."  
~ Lao Tzu*

9 | Presentation Title - 00/00/12 (Optional) zoetis

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## PRACTICE THE CONVERSATION



### ACTIVITY 20 MINUTES



Individually, prepare for a conversation you want to have using the GROW Model.

Share your plan for the conversation with a new partner, highlighting these key areas:

- The goal for the conversation
- Questions you will have in your “back pocket”
- Information you will share

10 | Presentation Title - 00/00/12 (Optional)

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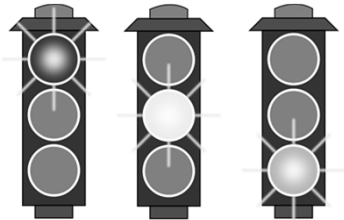
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## PUTTING IT ALL TOGETHER



What will you do as a result of what you learned today?

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Questions and Comments?

PEOPLEFIRST™

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