

# THE GSM PROCESS: PAIR



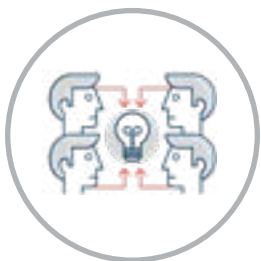
## PREPARE

- + Prepare meeting objectives
- + Review previous action plans
- + Assess the associate's needs
- + What does success look like at the end of this interaction?
- + What do you want the associate thinking, feeling, doing differently as a result of this meeting?



## AGENDA

- + T-POInT
  - Thank: Thank your associate for the meeting
  - Purpose: Describe the purpose of the meeting
  - Outline: Review the topics to be covered during the meeting
    - » Example:
      1. Last Month's Action Items
      2. Last Month's Goals
      3. This Month's Goals
      4. Issues that would keep us from reaching those goals
      5. How we are going to mitigate those issues
      6. Create Action Plan
  - Input
  - Transition



## INTERACTION

- + Review each of the items of the Agenda
- + Use the Socratic Method
- + Ask more, talk less
- + If possible, get them to practice any skills necessary

## REACH AGREEMENT

- + Build Coaching Plan together
- + Review expectations
- + Agree on how and when to review results
- + Affirm your confidence in your associate
- + Remind associate the meeting is not over until they send back a recap of the meeting

