The GROW Model

This is a useful technique to help with any kind of problem solving. In the context of these notes use the grow model in one to one review discussions with your team and in group meetings.

Following the sequence provides a logical structure. But when it's most powerful is when you ask questions to get your team to tell you the information for each of the headings.

This is a very non directive approach and although takes longer initially it involves the team member which is good for their development and gives the team member ownership and commitment to the solutions.

Goal:

Start with your end point in mind; what's the problem and the outcome you or they are looking for

- What's the problem / challenge?
- What do you want instead?
- How will you know when you've resolved it/reached your goal?

Reality:

Checking and raising awareness of the situation right now. Even if you think you know what the issue is, always ask the other person for their perspective as this may flush out other aspects you're unaware of. Simply by talking it through sometimes brings to light obvious ways to resolve it.

- What's happening now? How do you know it's a problem/not working?
- What have you tried already? What's worked OK? What's changed?

Options:

Finding a number of potential alternative strategies, solutions, answers. Aim to get at least 3 or 4 possible solutions on the table, even if they are a bit 'off the wall'. Sometimes even the most bizarre ideas unravel some useful concepts that can be utilised!

- What are the potential options to solve this?
- What would you do if … you could do anything? ...it was your business? … you were starting again? … money were no object?

What will you action:

Testing commitment to the options, making concrete, realistic plans

- What's the best option?
- What obstacles are there? How will you overcome these?
- What will you do? How will you go about it? When will you do this?