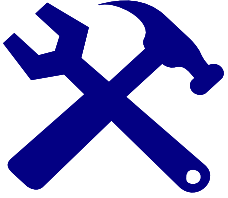


**INFLUENCING  
RESILIENCE  
TIP SHEET**
**#3**

# GROW CHAT



## Leader Tool #3: GROW Chat

*“What gets talked about and how it gets talked about determines what will happen, or won’t happen. And that our work, relationships and lives will succeed or fail, gradually, and then suddenly, one conversation at a time.”*

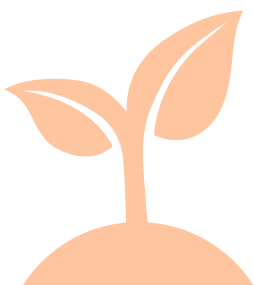
*- Susan Stott, Best-selling Author – Courageous Conversations*

Supporting an individual through a stressful or difficult time in their life is a fundamental role of a strong leader in the modern workplace.

**However**, it can be difficult to know how to support someone through their challenges and encourage resilience whilst also being empathetic and providing any required practical support.

The **GROW model** of influencing resilience is a solution focused approach for leaders working with individuals to provide them with the support they need during a difficult time and help them build their resilience.

**The Leader Tool #3 – GROW Chat Tip Sheet is designed to overview the GROW resilience model and provide you with some practical hints and tips in having a powerful GROW Chat for building resilience.**


**G**

G = Goal


**R**

R = Reality


**O**

O = Options


**W**

W = What's Next

The **GOAL** stage of the GROW Chat involves two key steps:

1. **First**, when an individual is experiencing stress, change, challenge or adversity, the first stage is to understand what the challenges are. The primary goal is to listen, provide empathy and seek to understand. For example, you might say:

*"Can you help me understand everything you think that I need to know to understand the difficulties that you are facing right now?"*

2. **Secondly**, the next step is to identify what can change or improve to overcome the challenges being faced. For example, you could ask:

*"If we explored what could be different for you right now, what would that look like?"*

## R EALITY

The **REALITY** stage of the GROW Chat involves exploring the current situation, experiences, challenges, facts, thoughts, feelings and behaviours in greater depth. Some example of how you might facilitate this include:

*"Can you tell me more about what is going on for you?"*

*"How are you currently thinking about this situation?"*

*"What are your feelings about what is occurring?"*

*"How are you currently coping with this right now?"*

## O PTIONS

The **OPTIONS** stage of the GROW Chat involves encouraging the individual to think about possibilities and reframing the situation.

This is where a leader can apply effective questioning strategies to help a person explore the range of options to them for fostering a resilient response. The focus should be on questioning that draws out as many possibilities as possible without judgement or evaluation. Some options to suggest may include:

- ✔ Apply some effective Stress Mastery or Lifestyle Mastery tools
- ✔ Hunt for the good stuff
- ✔ Utilise the reframing process
- ✔ Practice gratefulness

## W HAT'S NEXT

The **WHAT'S NEXT** stage of the GROW Chat involves assisting the person to summarise and plan a next step. You may ask:

*"What do you see as the thing that you can do to help manage your stress most effectively right now?"*

*"What are the most healthy and constructive actions you could be taking right now?"*

*"Can you commit to working on reframing this situation?"*

It is important to take the opportunity to encourage healthy patterns of thinking, feeling and behaving that align with what we know fosters a resilient response to the change, challenge and adversity that is being presented.

If you or someone you know needs help contact **TIACS** on 0488 846 988 or your organisation's Employee Assistance Program (EAP), your GP or call: **LifeLine** on 13 11 14, **Kids Helpline** on 1800 551 800, **MensLine Australia** on 1300 789 978 or the **Suicide Call Back Service** on 1300 659 467.