## Difficult Conversations: A Coaching Guide

If a student is not making good progress, talk with - and listen to - the student. "I sense there is a problem and wanted your thoughts."

<table>
<thead>
<tr>
<th>Not Happy in Program</th>
<th>Conflicts with Adviser</th>
<th>Lacks Necessary Skills</th>
<th>Lacks Motivation</th>
<th>Interpersonal Conflicts</th>
<th>Personal Issues</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Wrong field for the student?</strong></td>
<td><strong>Wrong project or adviser?</strong></td>
<td><strong>Struggling because of gap in skills e.g. math, writing, language?</strong></td>
<td><strong>What is keeping them from the work?</strong></td>
<td><strong>Interpersonal issues with other students, faculty, or staff?</strong></td>
<td><strong>Health/mental health/life balance/disability?</strong></td>
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<tr>
<td>Support student's efforts to identify new field or career path.</td>
<td>Help resolve issues or work with student to identify new project and/or adviser.</td>
<td>Refer for skill building/training. (Student Counseling Services (SCS))</td>
<td>Time management, personal, or family problems?</td>
<td>Solve “in house” or seek counseling (SCS) or conflict resolution (SCRC)</td>
<td>Refer students to appropriate U of M services (SCS, Disability Resource Center (DRC)).</td>
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</tbody>
</table>

### Resources

**Student Counseling Services**
www.counseling.umn.edu  
612.626.0150,  
Contact: Matt Hanson

**Student Conflict Resolution Center**
www.sos.umn.edu  
612.626.0689,  
Contact: Jan Morse

**Disability Resource Center**
www.diversity.umn.edu  
612.626.1333,  
180 McNamara Alumni Ctr

*Resources provided by the Academic Civility Workgroup, 2016.*