



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."*

Not Happy in Program	Conflicts with Adviser	Lacks Necessary Skills	Lacks Motivation	Interpersonal Conflicts	Personal Issues
↓	↓	↓	↓	↓	↓
Wrong field for the student?	Wrong project or adviser?	Struggling because of gap in skills e.g. math, writing, language?	What is keeping them from the work?	Interpersonal issues with other students, faculty, or staff?	Health/mental health/life balance/disability?
Support student's efforts to identify new field or career path.	Help resolve issues or work with student to identify new project and/or adviser.	Refer for skill building/training. (Student Counseling Services (SCS))	Time management, personal, or family problems?	Solve "in house" or seek counseling (SCS) or conflict resolution (SCRC)	Refer students to appropriate U of M services (SCS, Disability Resource Center (DRC)).
Informational interviews in other fields of interest. Career counseling.	Help the student transition to new project/adviser.	Reevaluate timeline.	Connect with SCS. Consider leave of absence.	Reevaluate timeline.	Reevaluate timeline.

Resources

A resource of the Academic Civility Workgroup, 2016.

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