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
- **Wrong field for the student?**
  - Support student’s efforts to identify new field or career path.

### Conflicts with Adviser
- **Wrong project or adviser?**
  - Help resolve issues or work with student to identify new project and/or adviser.

### Lacks Necessary Skills
- **Struggling because of gap in skills e.g. math, writing, language?**
  - Refer for skill building/training. (Student Counseling Services (SCS))

### Lacks Motivation
- **What is keeping them from the work?**
  - Time management, personal, or family problems?

### Interpersonal Conflicts
- **Interpersonal issues with other students, faculty, or staff?**
  - Solve “in house” or seek counseling (SCS) or conflict resolution (SCRC)

### Personal Issues
- **Health/mental health/life balance/disability?**
  - Refer students to appropriate U of M services (SCS, Disability Resource Center (DRC)).

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**Resources**

_A resource of the Dignity Project Workgroup, 2019._

**Boynton Mental Health**
www.boynton.umn.edu
612.624.1444
410 Church St SE
Contact: Matt Hanson

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

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