

HARD Action Plan – Mentoring Conversation Tool

As a business mentor, the HARD model provides a helpful way to structure reflective conversation and action planning with your mentee. Use this framework to explore their motivation, alignment, and stretch – by doing so you should be agreeing actions that will stick.

HARD Model	
Heartfelt	On a scale of 10, how committed are they to this action?
Animated	Is there a shift in their body language when they talk about it? Does it excite them? Do they mean it?
Required	Does the action link to their personal or business objectives?
Difficult	Which zone does the action lie in? Comfort zone, stretch zone or panic zone?

Use these prompts in-session to guide the discussion:

Heartfelt –

“What feels important about this for you?”

Prompt: Why does this matter to you or your business? What value does it hold?

Animated –

“What excites or motivates you about taking this forward?”

Prompt: What part of this energises you? What will keep you moving on tough days?

Required –

“How does this connect to what you or the business needs right now?”

Prompt: Is this linked to your goals, KPIs, or a broader objective? Who else benefits?

Difficult –

Where’s the challenge for you?”

Prompt: Does this feel like a stretch or a leap? What support or structure will help you succeed?

Next Steps - What action will you take? By when? Who else needs to be involved or informed