

Coaching 101

TALK NOTES

What is Coaching?

"Coaching is partnering with clients in a thought-provoking and creative process that inspires them to maximize potential."

Coaching provides an _____, not a mechanical approach.

Coaching results in learning that is _____, not just informational.

Coaching leads to both _____ and behavioral change.

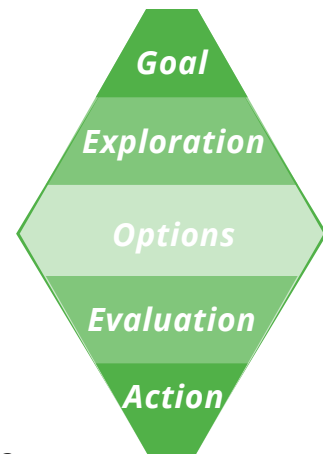
3 Basic Coaching Skills

" _____ " (and " _____ ")
(Avoid "why" and close-ended questions)
Simple, short, and efficient.

W. A. I. T. " _____ ?"
50/50

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- Believe in the PBC.
 - Manage flow and pace of conversation
 - Help manage accountability
 - Offer observations (ask permission)
 - Encourage
 - Summarize
 - Offer Feedback

The Coaching Funnel



Notes

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Goal:

- What would be the best possible outcome?
- What would you like to see happen in this situation? (If you could wave a magic wand...)
- Picture for me what that would look like using sights, sounds, smells, etc.
- How would accomplishing this goal change your everyday life?

Exploration:

- Tell me a little more about that.
- Give me some background – what led up to this situation?
- When you think about that [issue, relationship, event], what kind of feelings do you have?
- What did you mean when you said _____?
- What would be most important for us to focus on?

Options:

- What [else] could you do?
- What have you done so far?
- What has worked for you in similar situations in the past?
- Are you serious about that? What if you were?
- What if money (or time, energy, or any other limitation) wasn't an issue?
- How could you educate yourself in that area?

Evaluation:

- Out of all those options, which do you think is the best?
- How does that decision align with your values?
- Which of those solutions appeals to you most?
- Which of those ideas do you think is most viable?

Actions:* (more pointed questions are allowed)

- What will you do? When will you do it?
- Is that a step you want to take?
- You said you [might, ought to, could] do that. Nail it down: what will you commit to doing?
- Is this step important enough to take? Will it move you toward your goal?
- What obstacles do you need to overcome to reach your goal?

9 Coaching Clues

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|--------------------------------------|---|
| 1. Offbeat or repeated words/phrases | 6. Sudden, strong or contradictory emotions |
| 2. Missing pieces in the story | 7. Assumptions, interpretations, limited perspectives |
| 3. Strong/weak energy | 8. Inflation of roles |
| 4. Inconsistent statements | 9. Throw-away comments |
| 5. Nervous laugh or signs | |