



Overview of the Coaching Style

GENERAL

- ✔ Use the coaching style in one-to-one conversations when someone asks you a question
- ✔ The coach is in charge of the structure of the conversation NOT the subject
- ✔ Write notes throughout the session under each section – this ensures each step is covered and gets clarified – (make sure note taking is brief and does not get in the way of your being ‘present’ and fully attentive)
- ✔ Remain completely neutral – you are not coming up with any answers
- ✔ Only ask questions, (do not give your opinion unless it is asked for, or unless you really feel the person has a blind spot about the matter and then ASK permission to offer an alternative perspective)
- ✔ Do not move on to the next step until the one you are on is fully clarified
- ✔ Stay in control, if the coachee moves off track or jumps to the next stage, pull them back
- ✔ Listen – and show that you are actively listening, (nod head, keep eye contact, do not get distracted)
- ✔ Paraphrase to check understanding / meaning – sometimes paraphrasing is more powerful than questioning – so if you are unsure of the ‘best’ question to ask next, just paraphrase and reflect back
- ✔ Use silence to encourage more information – if you don’t speak they will!

QUESTIONS

- ✔ The best questions are the simple / obvious ones
- ✔ Use open questions – how, what, who, when.....? (remember that ‘why?’ can be overly challenging/sound accusatory so use with care)
- ✔ Don’t jump in with the questions, allow about five seconds between when the coachee stops talking and you ask another question
- ✔ Ask questions to clarify and to flesh out issues – don’t be afraid to dig deep – but always in the coachee’s best interests, never dig deeper just to satisfy your own idle curiosity.
- ✔ Ask “is there anything else you want to tell me before we move on...”

STRUCTURE

TOPIC:

What issues would you like to discuss?

- ✔ Make sure you are very clear about this before you move on
- ✔ The topic sometimes needs to be “redefined” later in the session, perhaps after the reality)

GOAL:

What do you want to get out of this session?

- ✔ The goal sometimes needs to be ‘refined’ later in the session, perhaps in the reality

REALITY:

Tell me about the current situation / how do you feel about it?

- ✔ Ask simple, obvious questions to gain detail
- ✔ Assume nothing
- ✔ Clarify the topic again before you move on

OPTIONS:

What could you do about it?

- ✔ Options are possible solutions
- ✔ What alternatives are there?
- ✔ What could be possible outcomes of the alternatives?
- ✔ Rate options in terms of practicality
- ✔ Assess any possible pitfalls and potential resistance from others or what support may be needed

WRAP-UP:

So what are you going to do? / What are the next steps (and when?)