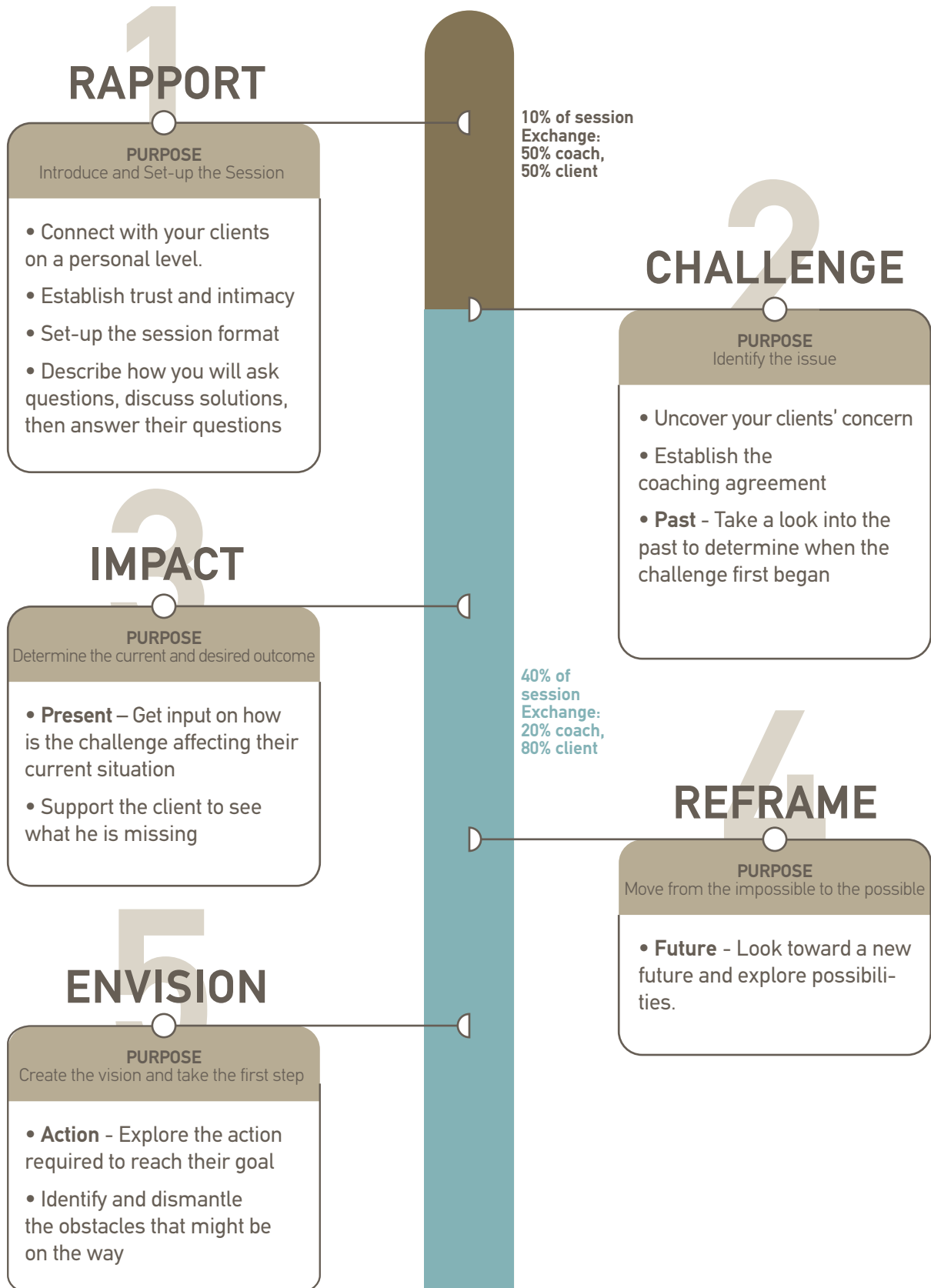


STEP BY STEP

How successful coaches create more confidence, clarity and solutions





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7 VALUE ADDED

PURPOSE
Present your solution

- Share what's most valuable to your client about your solution as it relates to their needs that you uncovered during the CORE steps
- Pause and check-in with your client.
- Affirm together that the solution is right for the person
- Answer any questions they may have

10% of session
Exchange:
80% coach,
20% client

30% of session
Exchange:
90% coach,
10% client

5% of session
Exchange:
50% coach,
50% client

8 SUPPORT

PURPOSE
Take the next step

- Support the client to take the agreed upon action toward their goal
- In a coaching session, determine next step from this session until the next

5% of session
Exchange:
50% coach,
50% client

6 ACKNOWLEDGE

PURPOSE
Reflect your client's story

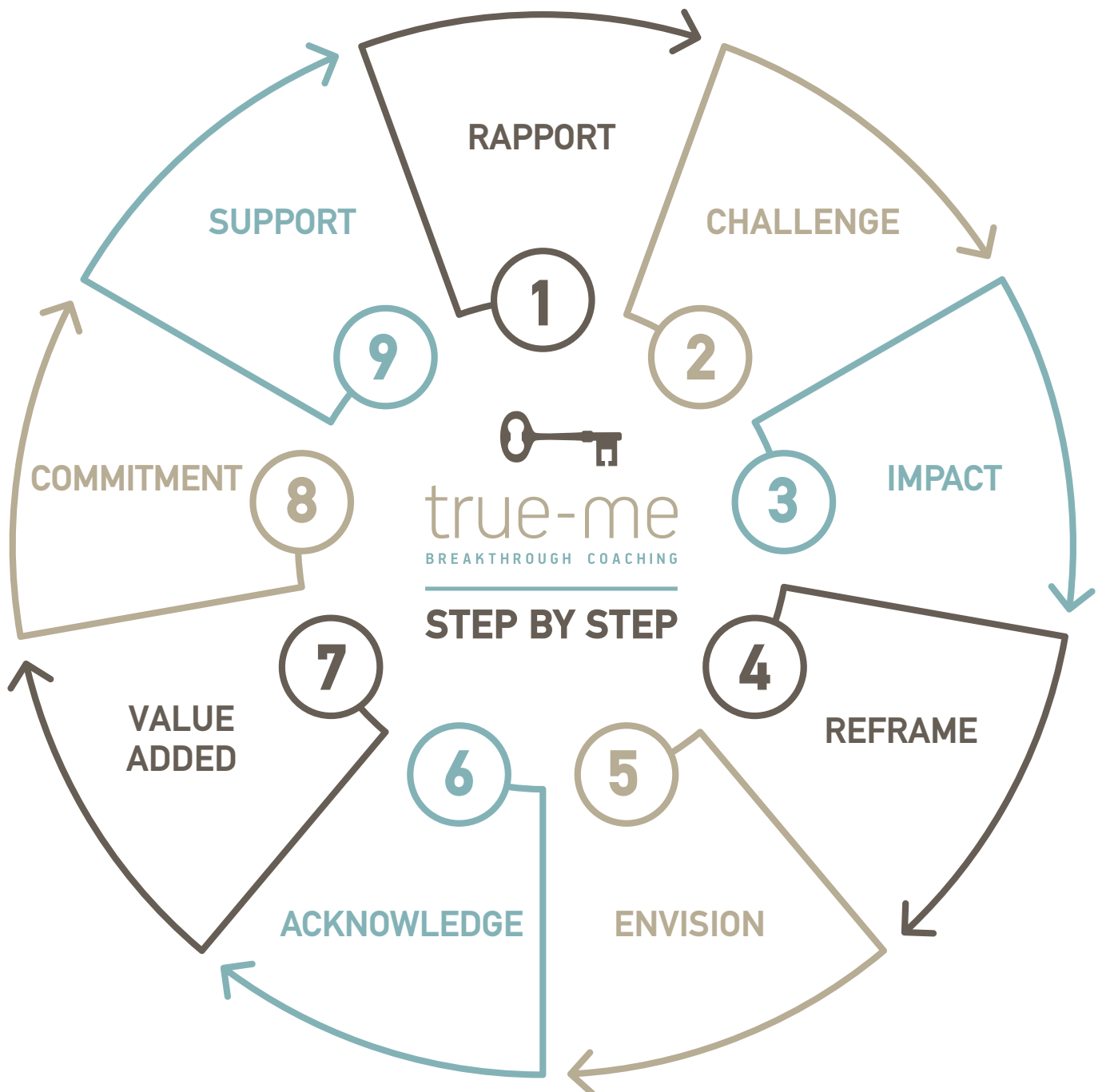
- Bridge the person's challenge to the solution by reflecting back their story
- Repeat or ask them to repeat back what you just learned, covering past, present, future and action
- Check-in to find out if what you heard was correct and if there is anything you missed

9 COMMITTEMENT

PURPOSE
Agree on solution and action

- Allow client to design the best methods of accountability for her/himself
- Assist the client to commit on taking the next step

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RAPPORT

Build trust and intimacy

Introduce Session and build connection

Hello there! I am very excited to be connecting with you today, X (name).

This is what I would like to do during our time together: I would like to start our session just by asking you some questions, so that I can learn a little bit more about what is coming up for you right now - and just to get a better idea of what you're trying to achieve and then, after that we will try to get to some solutions and after that, we can check in to see if there are any questions coming up for you. Does it sound good?

CHALLENGE

Identify & clarify the challenge

Uncover your clients concern

- What is most challenging for you right now?
- What do you most want to achieve?
- What are you noticing about yourself?
- What is important to you today?
- What obstacles are you running into?
- What do you want to get out of our work together?
- What is coming up for you since we last talked?
- What do you mean by _____?
- What do you notice about _____?

IMPACT

Determine current outcome & desired outcome

Support your client to create a new choice

- What is the outcome you are currently experiencing?
- How is this affecting your life?
- What is the outcome you desire?
- What would you rather be experiencing?

REFRAME

Reframe the situation to a new perspective

Support your client to get unstuck

- What can you do differently?
- What are you willing to try?
- What is something positive that could come from making this change?
- What would help you to feel better about this situation?

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ENVISION

Envision the result

Support your client to step toward their goal

- What will it look like to take this action?
- What do you notice is different now?
- When will you do this by?
- How will you feel?
- What will you do between this session and our next?
- What is one small step you can take?
- What obstacles might you running into?
- How will you overcome that and move forward?
- What will you measure your success by?
- Who/what will support you in this process?

ACKNOWLEDGEMENT

Recognize the work done by the client

Appreciate the effort and confirm

- Thank you for sharing all of that, let me recap /can you recap?
- How does it feel to you/how does it sounds to you?
- Have I miss anything?/ have you miss anything?

VALUE ADDED

Share your suggestions

Add Value to your client

- Share your own suggestions of what the client may do to overcome challenge.
- Propose tasking exercises

COMMITMENT

Check accountability

Make the client responsible

- Are these solution right for you?
- How committed are you to make this happen?

SUPPORT

Ensure success

Encourage Support is taken

- Is there anyone that can support you in doing that?
- Can I do anything else to support you in taking the action you want?