

Session 10: Coaching processes and techniques

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Today we are exploring

- ✓ General coaching questions that can be helpful to be aware of
- ✓ Questioning processes and techniques
- ✓ Questions that relate to particular models
- ✓ Power of questions
- ✓ Power of silence
- ✓ When to give feedback to help with reflection
- ✓ Importance of choice

Questioning processes and techniques

- ✓**Agree goals and outcomes** 1) for a client's life, hopes and dreams and 2) for each coaching engagement and coaching session.
- ✓**Raise self-awareness.** Increase your clients' self-knowledge and insight around their behaviours, habits, thoughts and beliefs etc.
- ✓**Uncover blocks and obstacles.** This is a major part of coaching!
- ✓**Go deeper.** Probing and getting to the source of an issue, belief or habit.
- ✓**Challenge a client's assumptions and expectations.**
- ✓**Generate new perspectives—and/or reframe a situation.**
- ✓**Offer time and space to help a client reflect**, ponder and consider things they don't normally (get to) think about.

Questioning processes and techniques

- ✓**Idea generation.** To brainstorm, get creative and find alternative strategies, solutions and answers.
- ✓**Focusing and clarifying at every stage**—goals, plans, actions, consequences, obstacles, alternatives and more.
- ✓**Confirm understanding**. Clarify next steps.
- ✓**Increase motivation and commitment.** Questions help a client understand why they want something, connect them to their values—and more!
- ✓**Make decisions.**

https://www.thecoachingtoolscompany.com/coaching-questions/#use-coaching-questions

General coaching questions

- ✓What would you like to be different by the end of our session?
- ✓ What is the real challenge here for you?
- ✓ What are you scared of?
- ✓ If you say yes to this, what do you need to say no to?
- ✓ On a scale of 1-10 how committed are you to this course of action?
- ✓ What stops it being a 10?
- ✓ What question would you like me to ask right now?
- ✓ What are you afraid I will ask?
- ✓ If there were no obstacles, what would you do?
- ✓ What would love do?

Questions that relate to particular models

- **GROW Model:**
  - What would you like to achieve by the end of this session?
  - Who has been supporting you with this?
  - What are your other options in that situation?
  - What action will you take between now and our next session?
- **Appreciative Inquiry:**
  - Discovery: What gives life?
  - Dream: What might be?
  - Design: What is the ideal?
  - Destiny: What can you create?

Questions that relate to particular models

- **CLEAN:**
  - And is there anything else about x?
  - And where is x?
  - And what happens just before x?
  - And what would x like to have happen?
- **Coactive coaching:**
  - When you are ninety-five years old, what will you want to say about your life?
  - What will you think about this five years from now?
  - How does this relate to your life purpose?

The power of questions

- Being present
- Seeing the person as whole and resourceful – not broken
- Listening deeply to what is being said, what is not being said and how that person is feeling in relation to the topic
- The question should not get in the way:
  - 1 question
  - Short as possible
  - Use the person's words where possible

https://coactive.com/resources/blogs/asking-powerful-questions

The power of silence

Space is where the magic happens

- ✓Get comfortable with silence
- ✓It is your friend!
- ✓Processing happens in silence
- ✓Creative ideas happen in silence
- ✓Silence is the magic catalyst
- ✓There is very little silence in our lives
- ✓It is a gift!

When to give feedback to support reflection

- ✓You choose
- ✓Get present, notice what your motivation is
- ✓If it is because you are uncomfortable – wait!
- ✓Wait
- ✓And wait some more!
- ✓Make sure it is relevant for the person
- ✓Make peace with whatever you decide

The importance of choice

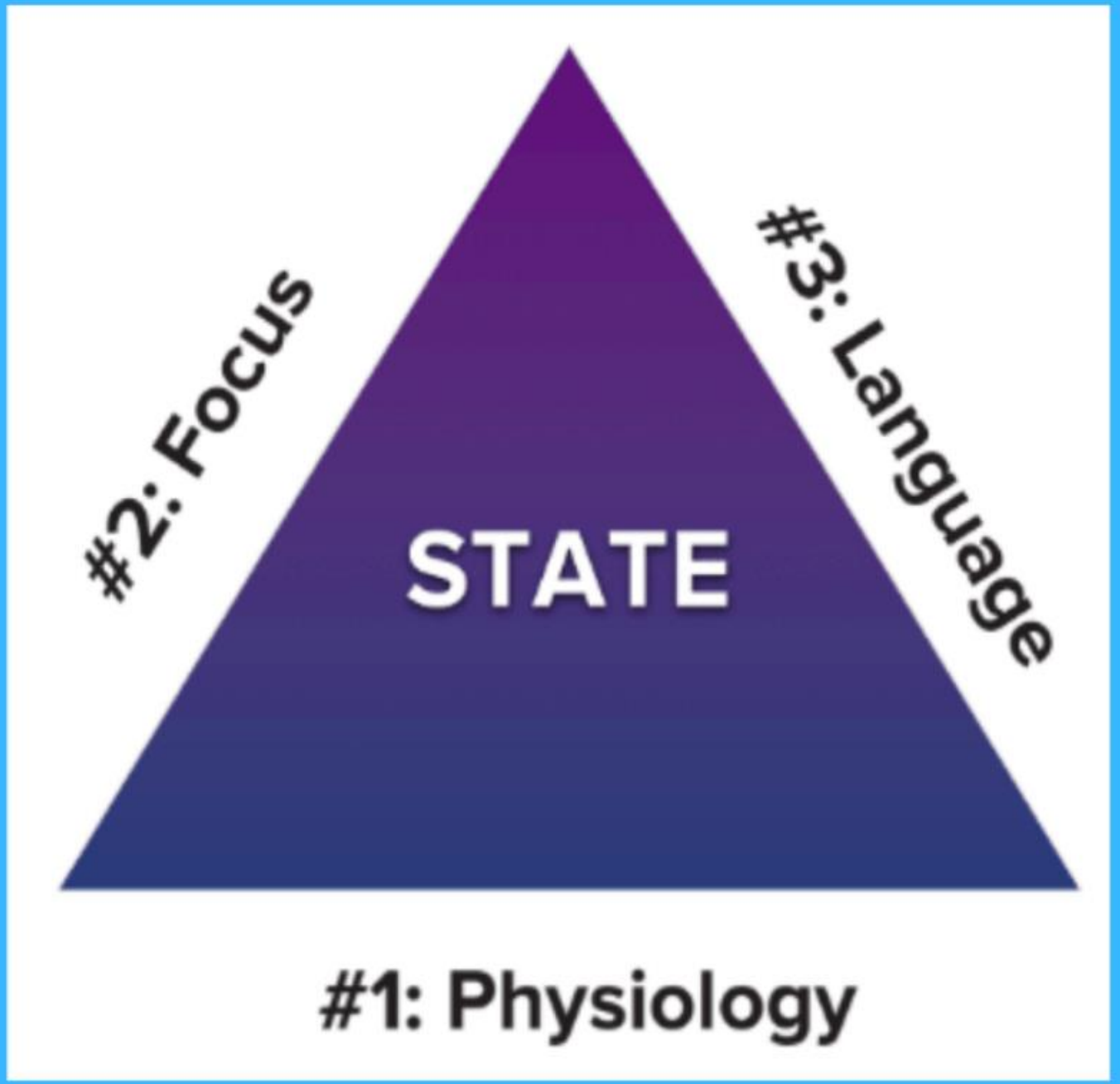
- ✓Need for autonomy is similar to the concept of self-regulation: acting according to own values
- ✓When you act from your own values, you are intrinsically motivated and more like to adopt and sustain behaviour in the long term
- ✓Research has shown coachee is more reflective, talks more openly about themselves with more positive emotions

https://radar.brookes.ac.uk/radar/file/56b633df-316a-4b4a-874f-59aa9663dcbe/1/SP12-8%20Sandra%20Schiemann%20et%20al.pdf

- ✓Important for neurodivergent people who may not respond to perceived demands

“In order to master your emotions, and to get into Tony Robbins’ peak state, you need to master the three forces that control your emotions – the emotional triad – your physiology, your language and your focus.”

—www.TonyRobbins.com



Tony Robbins' Triad