Level 3 Global Listening Coaching Example

Client: The house is a mess. I've got piles of things everywhere. I can hardly get from the front door to the bathroom – and I have the ECHP review to finish by Friday.

Coach: How important it is for you to be organised at home? This is the most focused you have been on the ECHP since you got the draft through.

Client: I know, but if I don't make some progress with the house soon, I won't be able to find anything at all.

Coach: It sounds like this is a more important issue than just some piles of things around your house. I get the sense you are feeling as scattered as those piles of things.

Client: Is it that obvious?

Coach: You don't sound like the Charlie I am used to talking to. You sound trapped.

Client: That's what it feels like – with no way out. Cornered. In my relationship with my children and with the EHCP.

Coach: What do you want to do about that?

Client: What I have been trying to do is step over it or step around it, and that doesn't seem to be working. I guess it is time to sit down and work it out, organise the piles so to speak.

Adapted from Coactive Coaching, Whitworth (2007), p39

Championing

Client: It's a great opportunity and it is also a huge risk. I could be a hero and I could be a massive failure.

Coach: What would it take for you to be the hero?

Client: I can't even imagine.

Coach: I know you can do this Mary. It's a perfect match between your heart's desire and the path you have laid out for yourself. You've got the skills to do it and the ability to pull it off. Of course it is risky. That's where the adrenaline and excitement comes from. That's why it feels like you are on the edge. I just know you can do this.

Client: I know you do. And it gives me confidence when I don't have any of my own.

Adapted from Coactive Coaching, Whitworth (2007), p117