### esson 4 -DEVELOPING CORE Coaching Skills Part **COACHING MASTERY**

DOMONIQUE | BRILLIANT COACH ACADEMY



**COACHING • CONCEPT• PERSONAL** 

# Coaching MASTERY



# COACHING IS NOT ABOUT HELPING PEOPLE... IT'S ABOUT HELPING THEM TO HELP THEMSELVES.



# A COACHING CONVERSATION SHOULD FEEL LIKE A RELAXED CONVERSATION...



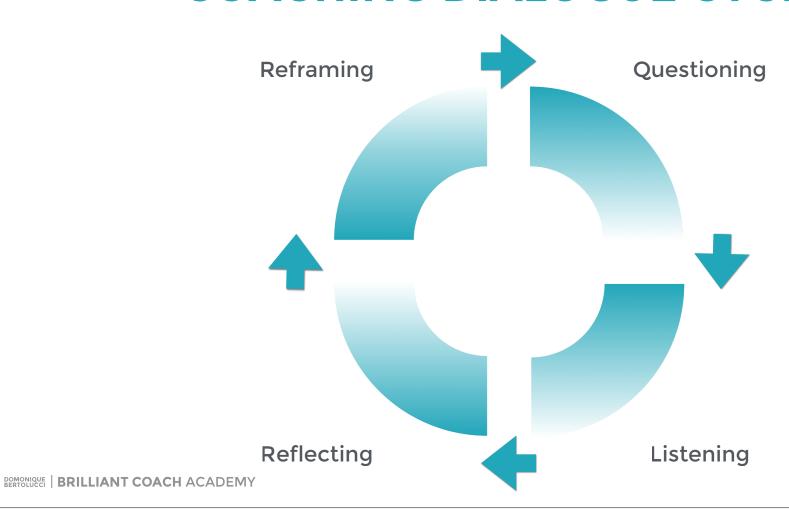
### EXCEPT THE CLIENT IS DOING MOST OF THE TALKING!



#### A COACHING CONVERSATION FOLLOWS A CYCLE.

### COACHING DIALOGUE CYCLE Coaching





### Reflecting



#### Reflections help your client to hear themselves think.



#### Paraphrase, summarise and recap to show that you've understood... and to help your client to understand.



# Don't worry if you don't get it right. Sometimes hearing their thoughts reflected incorrectly will be the most clarifying thing you can do for your client!



## Use phrases that indicate that you are not telling your client what to think... you are sharing what you think they've said.



#### **USE REFLECTION OPENERS LIKE:**

- · What I heard was...
- If I understood correctly...
- So what you're saying is...
- · Let me just recap...
- May I reflect what you've just said...

### DON'T FORGET THE 3 SECOND RULE!



### Pause after your reflection to allow your client to consider and clarify further.

Reframing



## Reframing invites your client to see things with a different perspective.



#### It invites your client to shift or expand their viewpoint without making a value judgement on the perspective they currently hold.



### The most powerful reframing tools are logic and common sense!



### People don't see what they don't want to see.

Reframing opens their eyes.



#### **OPEN YOUR REFRAMES WITH:**

- Let's look at this a different way...?
- How would a friend/a stranger/a martian describe this scenario?
- Let's challenge that view...?
- Let's suspend 'reality' for a minute...?
- What would be a different way you could interpret that...?
- · I'm wondering if...?
- Is there another way you could look at that...?

## ALLOW SPACE FOR YOUR YOUR CLIENT TO FILL IN THE BLANKS.



## Don't force your client to abandon their perspective... Invite them to be curious about a new one.

### Ask Permission



# Using permission creates a safe and respectful 'container' for your conversation.



## It forewarns your client that you are going to challenge them and allows them to let down their barriers and welcome this challenge.



### Always ask permission before you share an experience, insight or opinion.



### It is rare that a client will deny your request for permission.

But simply asking for it will make them relax, knowing they could if they wanted to.



#### **USING PERMISSION:**

- Demonstrates respect.
- Builds rapport.
- Minimises assumptions.
- Frames the situation.
- Creates trust and co-operation.
- Gives a clear indication of where the conversation is going.



#### **REQUEST PERMISSION WITH:**

- Would it be okay with you...?
- With your permission I'd like to...?
- · I'm wondering if it would be okay if we...?
- How would you feel about...?
- May I share a thought/insight/experience...?
- Can we spend some time brainstorming...?
- · Can we explore...?

#### IF IN DOUBT, ASK PERMISSION.



# As a coach you need to find the balance between encouraging your client to jump and being a safe place for them to land.

### Build Rapport



### Building rapport relaxes the client and lets them know they're in safe hands.



## Conscious rapport building is about accelerating what would have happened naturally if only you had more time.



### Rapport is build with through a series of verbal and non-verbal cues



Use mirroring and matching to energetically meet the client where they are and then guide them to where you want them to go.



#### RAPPORT BUILDING TECHNIQUES Coaching MASTERY **INCLUDE:**

- Beginning the conversation with an icebreaker find out what you both have in common and talking about it.
- Taking an interest in the whole person, and their wider interests.
- Matching their behaviour.
- Matching the words they use.
- Matching the way they are thinking.

## YOUR GOAL IS TO HAVE YOUR CLIENT FEEL LIKE, 'SHE REALLY GETS ME!'



### As a coach you are encouraging accelerated progress for your client even within the coaching session.

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