# How to Coach: The Simple Coaching Model

1. Clarifying the Agenda - Sets the stage for a successful and satisfying coaching session. The goal of clarifying the agenda is to discover the **specific topic** they want to explore during the session. Any important details about the topic. What exactly they want to take away from the session. (Shift in perspective, solutions, decision about, next steps)
	1. Opening Question:

*What’s on your mind today?*

*What would you like to talk about today?*

* 1. The Coach then “digs” for **important details** about the agenda by asking clarifying questions:

*Tell me more about that*

*What is important to you about …*

*Help me to understand more about …*

* 1. Once the coach has a good understanding about the Agenda and feels like the participant is clear as well, they then ask:

*What would you like to* ***take away*** *from our session today?*

Be Naturally Curious!

1. Seize the Coachable Moment – Potential “roads to travel” with the client/participant.

Listen for:

* strong or weak energy
* inconsistent statements
* nervous laughter or sighs
* assumptions
* interpretations
* limiting perspectives
* inflation of roles
* throw-away comments

When a coach hears one of these “clues” they ask open-ended Questions:

* *As you were talking about… I heard your energy level diminish; tell me about that, what is going on with your energy level?*
* *In the beginning of our session you stated “X”, and now you are stating “Y”, please clarify for me your change in direction.*
* *I heard a giggle/laugh when you said “XYZ”, what’s the giggle/laugh about?*
* *You have just received a promotion and you said, “It’s all up to me now.” What other resources do you have? What about your staff, what are their roles on your team? You said that “Susan feels/said XYZ”. How do you know that is true?*

\*Open-Ended Questions – begin with Who, What, Where, When, How. Stay away from “WHY”.

1. Invite the Shift – Once one or more of the coachable moments have been explored with open-ended questions, the participant/client is likely to have experienced a shift (new understanding, new perspective, motivation, commitment or direction).

Invite the participant/client to acknowledge the shifts:

*Wow! I sense a shift in your feeling/direction around “XYZ”. How are you feeling now? What has happened?*

1. Frame the Masterpiece – Guide them to develop next steps, goals or strategies.

*What is the best way to accomplish “XYZ”?*

*What could prevent you from getting this done?*

*How will you handle that challenge?*

*What is the first thing you need to do to move this forward?*

*When will you get that done?*

1. Closing Question: “*What was most valuable for you today?”*