

COACHING RELATIONSHIP SKILLS

ESTABLISH TRUST & RAPPORT

Hold Unconditional Positive Regard

- ...completely accepting another person without reservations, judgement, criteria.
- ...holding this space for another.
- ...the other is enough.
- ...promotes self-efficacy & self-esteem.

Show Empathy

- ...a respectful understanding and appreciation of another's experiences, feelings, needs, desires.
- ...sympathy is identifying with another and isn't helpful in coaching because it can lead to pity.

Be a Humble Role Model

- ...walk the talk.
- ...everyone is a work in progress.
- ...inspire!

Slow Down

- ...be completely present.

Under-Promise & Over-Deliver

The Client as the Expert

- ...the client is always in the "driver's seat".
- ...preserve client autonomy.
- ...the client determines what comes next.
- ...the client sets the pace.
- ...coaching is about promoting/nurturing the client's growth.
- ...ask permission first before contributing an educational nugget or putting on your "expert-hat".

Confidentiality is Crucial

Be Authentic

MINDFULNESS

- ...an nonjudgemental awareness and consciousness of the present internal and external state of self and the environment.

3 CORE COACHING SKILLS

Mindful Listening

- ...mindful listening in a nonjudgemental noncritical way.
- ...being completely aware of what another is saying.
- ...immersed.

Open-Ended Inquiry

- ...invites a narrative.
- ...invites clients to open up.
- ...be curious.
- ...invites exploration.
- ...invites creativity.
- ...promotes trust-building.
- ...opens doors.

Perceptive Reflections

- ...simple (paraphrase client).
- ...double-sided (capture both sides of a dilemma).
- ...shifted-focus (move away from resistance, reframe).
- ...amplified (exaggeration).
- ...summary (summarize and capture the key points to pull out the bigger pieces).
- ...empathy (powerful tool for understanding emotional states, feelings, & needs).

OTHER SKILLS

- ...positive reframing.
- ...silence.
- ...humor & playfulness.
- ...championing.
- ...ask for input & suggestions.