

Welcome to Session 2!

The COACHING Workshop

FOR CHRISTIAN LEADERS

THE COACH MODEL®

You can't PRACTICE what you don't KNOW
You can't KNOW what you don't PRACTICE

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Manual 8

Clarifying Questions

Clarify Meaning

- What do you mean by ...?

Clarify Desires

- What would it look like if you were ...?

Clarify Thought Process

- What makes you say that?

Clarify Being

- What is happening inside you as you talk?

My dear brothers and sisters, be quick to listen, slow to speak, and slow to get angry. **James 1:19 (NLT)**

The purposes of a man's heart are deep waters, but a man of understanding draws them out. **Pr 20:5 (NIV)**

Help another **think and reflect** more deeply, widely, holistically
In order to **gain new awareness & insights!**

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The COACH Model®

The COACH Model®

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Manual 9

CONNECT: Engagement

Build rapport and trust. Review previous action steps.

How have you been?
What insights have you had since our last conversation?
What progress did you make on your action steps?

Connect: Engage

The first step is to connect with the coachee and build rapport and trust. It's a human connection between coach and coachee. And it's a spiritual connection between the Holy Spirit and coachee & coach. Over time, the implementation of this step will change as the relationship grows.

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OUTCOME: Conversation Goal

Set the coachee's agenda for the conversation.

- 1 Where would you like us to **focus** our conversation?
- 2 What makes this **important** for you right now?
- 3 What **result** would you like to take away from our conversation?

Outcome: Determine Conversation Goal

Find out what the coachee considers to be a valuable topic for the coaching conversation. Through dialogue, the coach and coachee determine how to best use the coaching conversation. This may mean continuing previous topics or engaging in new ones.

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AWARENESS: Reflective Dialogue

Encourage discovery, insights, and shifts in perspective.

What are the key issues to address?
What are you learning about yourself (or the situation) as we talk?
How are we doing at getting to the result you wanted?

Awareness: Reflective Dialogue

Ask questions and practice active listening. Listen beyond the coachee's words. Encourage and give feedback appropriately. Challenge assumptions appropriately. Encourage discovery, insights, commitment, and action through a reflective dialogue. **Discovery** is the key to this stage.

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COURSE: Action Steps

Capture insights and put them into 2-3 actionable steps.

What actions could you take to move forward?
How confident are you that you can do this?
What support do you need?

Course: Action Steps

This step seeks to capture the insights and put them into actionable steps. Coach and coachee will continue a reflective dialogue, but this time focused towards a course of action. The result will be clear action steps the coachee will do before the next coaching conversation. Try for 2-3 action steps for each coaching topic.

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HIGHLIGHTS: Review Learning

Ask the coachee to reflect on the conversation.

What awareness do you have now that you didn't before?
What makes this significant for you?

Highlights: Learning & Action Steps

Ask the coachee to reflect on their learning, insights, and what they found helpful. This review helps the coachee to deepen their learning, and helps the coach know what the coachee found valuable.

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Connect Part 2... Manual 9

CONNECT: Engagement

Build rapport and trust. Review previous action steps.

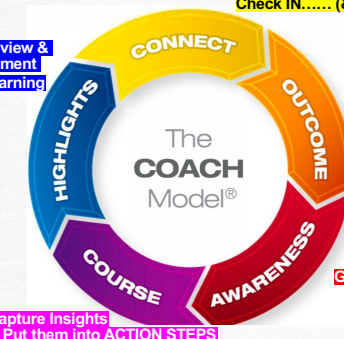
How have you been?
What insights have you had since our last conversation?
What progress did you make on your action steps?

A coach will also use this time to follow-up the last conversation's action steps. Example Questions:

What progress did you make on your action steps?

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Check IN..... (& Follow Up)

Review & Cement Learning

Determine Focus/Result

Generate discovery/insights

Capture Insights & Put them into ACTION STEPS

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Manual 10

Determining the Conversation Outcome

The topics in coaching conversations usually come from the coachee.

There are two parts to the Outcome:

1) an understanding agreement of the topic, 2) a measurable goal regarding that topic.

"Can two people walk together without agreeing on the direction?"

Amos 3:3 (NLT)

Test for understanding/agreement

The 3 Steps to Determining Outcome...

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Manual 10

Determining the Conversation Outcome

Coach: "What would you like to focus on in our conversation?"
Coachee: "I want to grow in my relationship with my wife."
Coach: "That's a big topic! What part of this would you like to talk about to move you forward this week?"
Coachee: "I want the relationship we had when we were first married."
Coach: "Could you give me a specific example of that kind of relationship?"
Coachee: "Sure. Everything was new and fresh. We had time for each other, and it was exciting to spend time together. It just doesn't feel like that anymore. It seems like all we do is focused on the kids or doing work around the house."
Coach: "Ok, in a nutshell, what result would you like to take away from our conversation?"
Coachee: "I want time together with my wife that's focused on just us."
Coach: "How much 'us' time would you like?"
Coachee: "A couple times over the next week would be great."
Coach: "Just so we're clear, would you please restate what you'd like to work on today?"
Coachee: "I would like to think through and create a couple of 'us' times for me and my wife over the next week."

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Manual 11


Adding F.I.R.E. To Your Conversations

Focus
Ask the coachee what they want as the focus of the conversation.
Where would you like to **focus** our conversation?
What would be most helpful for us to work on?

Importance
Use questions to explore, clarify, and focus the coachee's topic / problem / goal. This step can be the source of much discovery and relief for an overwhelmed coachee.
What makes that **important** for you?
What would achieving that do for you? For others?
What's the bigger issue behind this situation?

Result
After exploring the topic, ask the coachee to say what specific result he or she wants.
What **result** would you like to take away from our conversation?
What do you hope to have settled by the end of our conversation?

Evaluate
Midway through the coaching conversation, check in (**evaluate**) the progress toward the coachee's desired result.
How are we doing at getting to the result you wanted?
Are we on track, how would you like to proceed?



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Manual 11

Let's Review!

Determining the Conversation Outcome

- **Focus**
 - Where would you like to **focus** our conversation?
- **Importance**
 - What makes that **important** now?
- **Result**
 - What **result** would you like to take away from our conversation?
- **Evaluation (ask during Awareness)**
 - How are we doing at getting to the result you wanted?



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Manual 12

Other Questions to Stoke the Outcome F.I.R.E.

Narrowing questions


That's a big topic, what part of that would you like to focus on today?
What aspect of that problem would you like to work on right now?
What part of this would be most immediately helpful to you to address this week?

Clarifying questions

What do you mean by _____ ?
Could you give an example of _____ ?
What would _____ look like if you could become that?

Confirming Questions

Just so we're clear, would you please restate what you'd like to work on today?
Today you'd like to work on _____. Is that right?
Is that what you'd like to focus our conversation on today?




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Manual 9

CREATIVE RESULTS MANAGEMENT




CONNECT: Engagement
Build rapport and trust. Review previous action step.
How have you been?
How have you had since our last conversation?
How do you make on your action steps?

OUTCOME: Conversation Goal
Set the coachee's agenda for the conversation.
Where would you like to **focus** our conversation?
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AWARENESS: Reflective Dialogue
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COURSE: Action Steps
Capture insights and put them into 2-3 actionable steps.
What actions could you take to move forward?
How confident are you that you can do this?
What support do you need?

HIGHLIGHTS: Review Learning
Ask the coachee to reflect on the conversation.
What awareness do you have now that you didn't before?
What makes this significant for you?




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Manual 8-9, 11-12

PRACTICE TIME!



From the Manual pg 9:

1. Where would you like to **Focus** our conversation?
2. What makes this **important** to you right now?
3. What **Result** would you like to take away from our conversation?

Clarifying Questions
(p. 8)

Eval/Stoke Questions
(p. 11-12)

Break Out PRACTICE TIME
Turn to **Manual p. 7**: Pick a Topic

In 2's or 3's: (5 minutes)

- Coach, (refer to 8-9, 11-12)
- Coachee,
- (Observer)

Coach:

- > Use all 3 "F.I.R." questions under "Outcome" on p. 9
- > Clarifying Questions p. 8
- > Eval. & Stoke Questions p. 11-12

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