

Skills

LISTEN

There are four kinds of listening:

Superficial listening—It's all about me. I'm distracted.

Self-referential listening—I listen to you in relation to me. I share my own experiences.

Fix-it listening—I listen for your problem. I listen so I can fix this situation.

Engaged listening—I'm listening to you with full attention. I listen for the core of what you are saying. I focus my attention. I understand you. I practice both silent listening and active listening. I quiet myself and my own needs.

INQUIRY

I have unlimited questions to ask.

- I ask questions for your sake not mine. I prompt with questions that help you move forward.
- I ask open-ended questions that start with What, How, Who, When, Where to elicit your best thinking. 90% of the time.
- I ask closed-end questions that start with Can, Do, Will, Have, Is, only to check the status on something you said or did. 9% of the time.
- I let go of asking Why, which requires explanation or justification. 1% of the time.

FEEDBACK

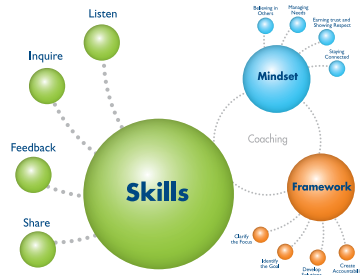
There are two kinds of feedback.

- I provide appreciative feedback that encourages existing positive behavior.
- I provide developmental feedback that addresses the need for alternative and more effective behavior or action.
- I wrap coaching around the feedback to help you leverage the feedback.
- Feedback starts with objective observation and is for the benefit of the person being coached.

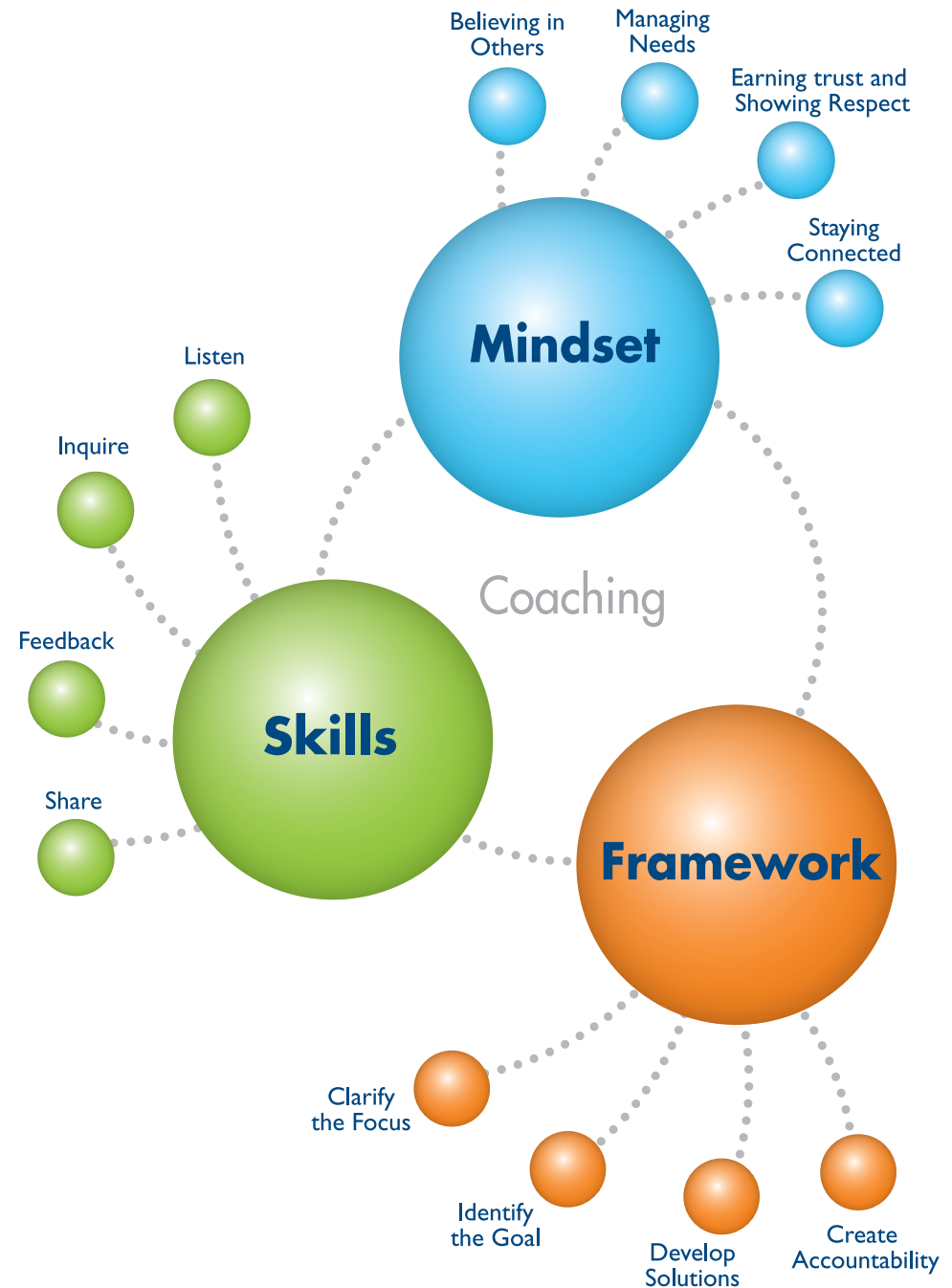
SHARE

There are four steps to follow as you share observations, a hunch, ideas, examples or information:

- I observe, hear, think or I feel something based on what just happened. I have an idea, example, or some information that could be useful.
- I ask if it's okay to share to see if this is the right time and to gain permission.
- I share what I observe hear, think, feel or know.
- I check the relevance for you by asking key questions.



Inquiry Based Coaching™





The coaching Mindset is the space you create for learning and development.



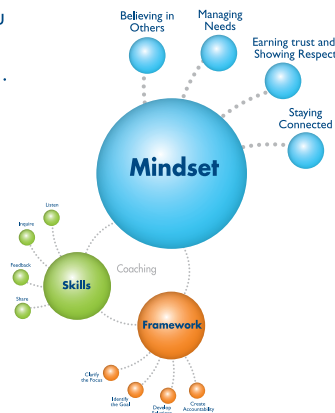
The coaching Skills are what you apply to be a great thought partner.



The coaching Framework is the path you stay on to get to better results.

Mindset

Your coaching Mindset is the attitude and outlook you bring to coaching. It is how you think about yourself and others and how you come across while coaching.



Framework

1. Clarify the Focus

- What do you want/need to focus on?
- What do you want or need to get out of this conversation?
- What should we be talking about that will help this situation?
- What's most important here?
- What do you really mean?
- What are you essentially saying?
- What do you want most out of this situation?
- What does this all add up to?
- What is the bottom line?

2. Identify the Goal

- Where are you really heading with this?
- What would a good outcome look like?
- What change do you need to see?
- What are you hoping to achieve?
- What impact do you desire?
- What will it look like when you get there?
- What is the goal of this whole situation?
- What do you think is possible?
- What does the path to success look like?

3. Develop Solutions

- What needs to shift or change to move forward?
- What other ways do you need to look at this?
- How will you move beyond any obstacles?
- What haven't you tried yet that might help?
- What needs the most attention to make this happen?
- What options do you have?
- Which option seems best right now?
- How can you break this into manageable chunks?
- What support do you need from your others?
- What else? What else? Anything else?

4. Create Accountability

- What are you going to do first/next?
- Then what?
- When will you do it?
- How will that look if you try that?
- What's the benefit to everyone involved?
- How motivated and confident do you feel about this?
- What else do you need to succeed?
- How will you know you've been successful?
- When can we check-in on this again?

