



LIFE COACH UNIVERSITY

Life Coach University
Week 3: Techniques Training
(Rules)

Week 2: Technique - Coaching Rules

In coaching, the coach must be concise, persistent and grounded in the way that you speak to the client.

- Focusing on the problem
- Identifying the thinking patterns of the client
- Maneuvering through your encounter with flexibility
- Understanding that there is no status quo
- Cultivate a safe space by being authentic

80/20 Rule: The client should always be speaking more than the coach. You as the coach are always inquisitive and asking open ended questions that gives the client space to process your questions, visualize and answer to the best of their ability.

What is the 80/20 rule?

Open Ended Questions:

<https://www.youtube.com/watch?v=QVCva-qVfwg>

It's not about the nail:

<https://www.youtube.com/watch?v=yWcEhtg7W3s>

What was your interpretation of the nail?

The 5 DONTS that keep you DOING great

Don't Advise: Our job as coaches is to ensure that our clients are positioned to trust their own decision making. This will empower them to create healthy habits and build the confidence in knowing that they are capable of transforming their own lives.

Don't Project: Sometimes when coaching, clients will share experiences that resonate with you. Often it will be our first instinct to share our relatable experiences. Resist that feeling and ask another question. We do not want to limit our clients experiences to the lens that has shaped our worldview. This begins an unhealthy relationship between the coach and the client where the client may develop a desire to appease the coach,

diminishing the safety and security of an unbiased environment for them to share their perspectives and experiences.

Don't Impart Wisdom: Stop trying to be brilliant. Our innate response to give advice to questions or in times of confusion, limits us in our coaching abilities and limits the client from exploring the best option for themselves.

Don't Believe the Client: Although the client is the expert of their own lives, they are often speaking out of limitation. Our job is to identify when the client is speaking from a truthful place or from limitation and by asking them the right questions, gently guide them in the direction of truth. The questions that we ask are to challenge the clients critical thinking and not manipulate the client into agreeing with the belief that we have developed about them.

Don't Manipulate The Client: Although we are coaches and experts at what we do, sometimes our human nature shows up in coaching sessions and will influence us to want the client to go in a particular direction that we have decided is true for them. Although you may be correct, the questions that you ask the client should always be objective and with a spirit of curiosity. This helps you to learn more as a coach and maintains the integrity of the coaching experience.

Coaching Terms: Relying on these techniques will support you in maintaining integrity throughout your experience:

Role Play

Skill	Explanation	Example
Rephrasing	Stating back to the client what they said in different words.	<p>Client: "I'm frustrated about my work because my boss doesn't listen to me"</p> <p>Coach: "So what I'm hearing is that you're not feeling listened to at your job and feeling upset about it?"</p>
Reiteration	Stating back to the client exactly what they said	<p>Client: "I'm sad"</p> <p>Coach: "So it sounds like you're feeling pretty sad"</p>
Paraphrasing	Repeating to the client what they said in your own words	<p>Client: "Ugh, sometimes people are just so completely clueless!"</p> <p>Coach: "Sounds like you're feeling upset because you're disappointed in other people"</p>
Summarizing	Repeating back to the client in a nutshell the basics of a longer story they've told you	<p>Client: "So yesterday at work my boss was telling everyone how much he hated people who have trouble with details and recently I got written up for missing details in my latest report. I felt really attacked by my boss".</p> <p>Coach: "So it sounds like you felt like your boss was making a direct critique of you to the entire office"</p>

Affirmations	Giving the client encouragement and congratulating progress. Boosts self-confidence and shows client you're paying attention.	Coach: "You handled that really well"
Short Interjections	Nodding, saying "yes" or "I see"	Client: "I was really hurt by what Sally did" Coach: "Yes, I see"
Clarifying	Clarifying when you receive conflicting information and checking with clients to ensure that your understanding is correct	Client: "I didn't think I'd see her again so I was relieved. But we were going to go out on Saturday and I was excited to see her". Coach: "So you weren't sure you were going to see her again even though you had plans on Saturday?" Client: "well, I wasn't sure she would come" Coach: "Okay, so you were excited when you saw her because you did get to see her after all" Client: "yeah, I guess I wanted to see her even though I didn't think I did when I was angry"
Reflecting	Mirror back expressions used by the client	Client: "I knew he would flip when she saw me with her ex" Coach: "So did he flip out?"

Homework:

Record at least one session using these techniques above and take notes about your experience including:

1. What you learned about the client
2. What you learned about yourself
3. What made communicating as a coach most challenging for you?
4. How you felt during your session.
5. What was on your mind.

Evoking Excellence - Ch. 4

Laser Focused Coaching - Ch. 4,5,6