

# How to take a coaching approach

## Why it's helpful

Taking a coaching approach can help someone navigate through knotty moments and increases their commitment to action.

## A coaching approach is:

- ↳ Increasing self-awareness & action
- ↳ Supporting not solving a situation
- ↳ Listening not leading the conversation



## Ideas for action

### Manage the mindset

Adapt your approach by working out someone's preference for:

thinking (= *reflective and considered*)

or

doing (= *action and speed*).

↳ For 'thinkers': use *what / when* questions to help them be more specific.

↳ For 'doers': use *who/why* questions to help them think more deeply about their decisions.

### Demonstrate key coaching skills

#### Questioning

Ask one open question at a time and focus on action they can own.

Sounds like:  
"What can you learn from this experience?"

#### Listen

Listen to their body language, pace and pitch to hear what someone might not say.

Playback your understanding to increase clarity.

Reflect on your talk:listen ratio afterwards.

### Structure the conversation with COACH

↳ **CLARITY:** "What would be most helpful to talk about today?"

↳ **OPTIONS:** "What options could you explore?"

↳ **ACTION:** "What option would be most effective now?"

↳ **CONFIDENCE:** "What do you need to feel confident taking action?"

↳ **HELP:** "What support do you need?"

## Coach yourself questions

Who is the best listener you know?



Who asks you questions that make you think?



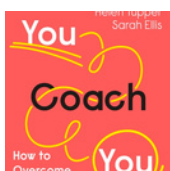
What gets in the way of your 'active' listening?



How could you practice using COACH?



## Recommended resources



### You Coach You

Learn more coaching skills in our second book.



### Increase your self awareness with one simple fix

Effective coaching starts with increased self-awareness, Ted Talk by Tasha Eurich.