

# THE SKILL OF COACHING

**FINAL SESSION**

*New York City Football Club*

**Session 6 - August 14th 2020**





**Reviewing all of the skills**



**Framing** of the coaching conversation



**How to instruct and confront with tentative language**



**Practicing coaching**



**Where do you go from here?**

# AGENDA FOR TODAY



Coaching is unlocking a person's potential to maximise their own performance. It is helping them to learn rather than teaching them.

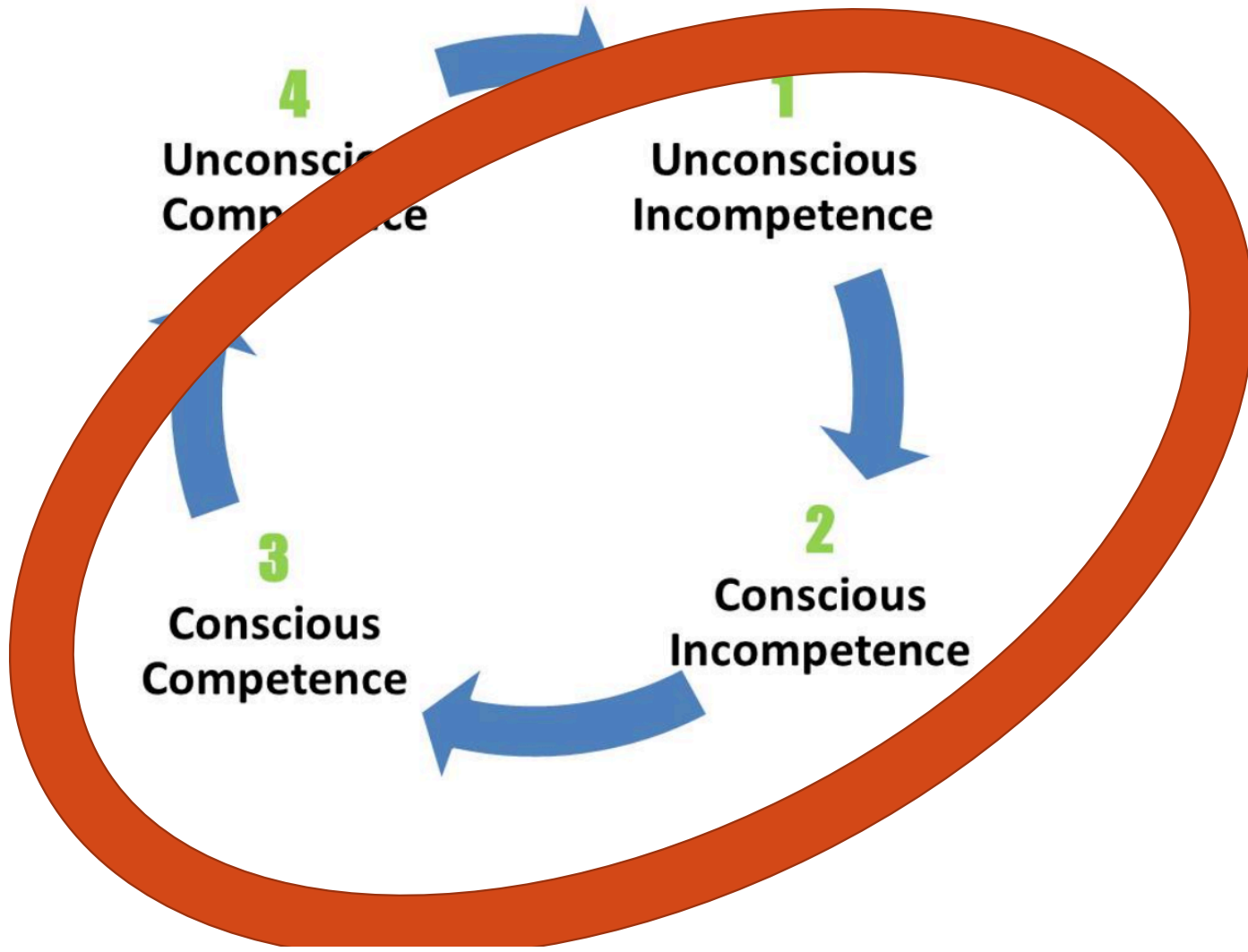
*John Whitmore*

## COACHING IS ...

- The art of facilitating (facile = Latin for «easy»)
- To an agreed upon outcome
- By means of a *ruthlessly compassionate conversation*
- Identifying and mobilizing inner and outer resources for change
- ...to develop and unleash someones potentials for achieving his/her dreams

(Dr. L. Michael Hall)

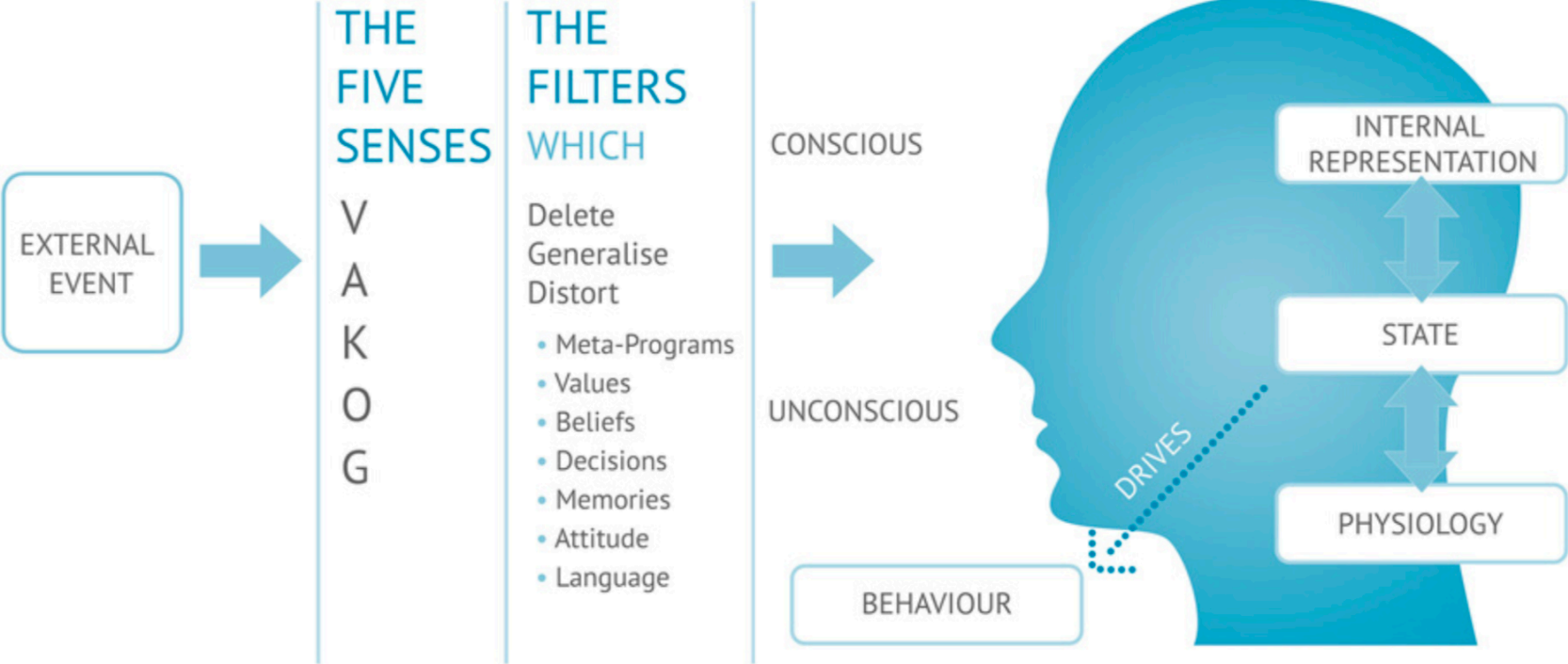




# THE COMPETENCE CYCLE MODEL OF LEARNING



# NLP Communication Model



# THE SKILL OF LISTENING

## 4 LEVELS OF LISTENING

### Interior:

Downloading listening

Factual listening

### Exterior:

Empathetic listening

Pure listening





# EMPATHETIC, PURE LISTENING

- Listening with open mind-heart-gut.
- Listening for what it FEELS like to be in the other persons shoes, leaving yourself behind.
- *How?*
- Confirming, acknowledging, validating the others map of the world, understanding what it must be like for that person from a heart space.



# LISTEN WITH YOUR WHOLE BODY:

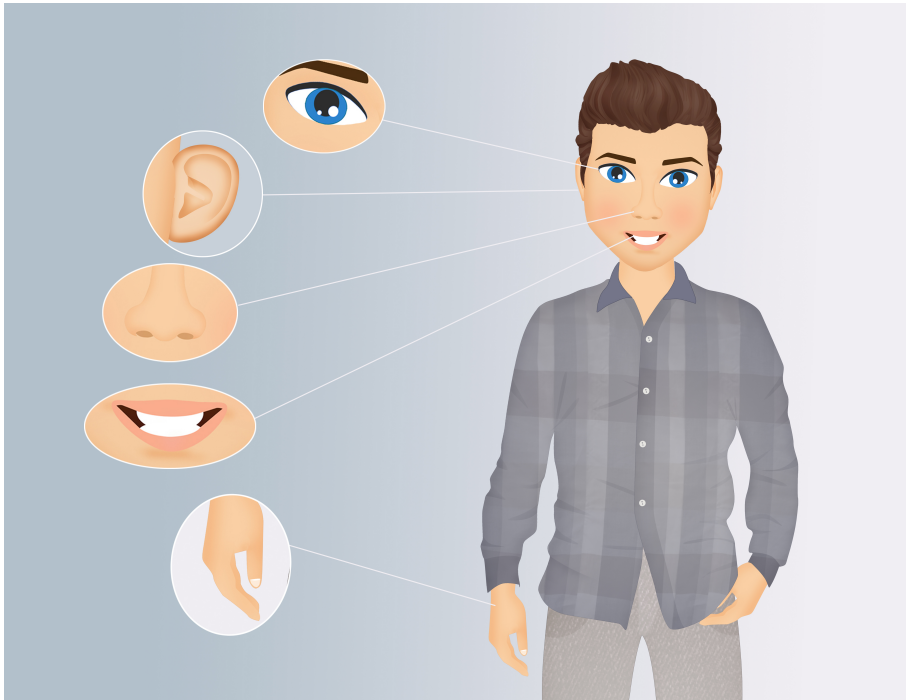
## CALIBRATION



- Detecting a person's state of mind by paying attention to numerous aspects of the person's behavior and non-verbal output.
- *Calibrate to what is unique for each individual.*



# WHAT CAN WE CALIBRATE?



## **VIBES**

- V - voice
- I – inclination
- B - breathing
- E - eyes
- S – skin color



# THE SKILL OF SUPPORTING: HOW TO ESTABLISH RAPPORT



- **Pacing** through matching
- In the on-going process of pacing, you literally take on the movements, gestures, words, use of voice etc. – the behavioral output - of the other person and **match** them with your own.





## **THE SKILL OF QUESTIONING**

**ASKING PRECISION QUESTIONS  
FOR  
GLOBAL KEY WORDS**

***WORDS HAVE DIFFERENT  
MEANINGS TO  
DIFFERENT PEOPLE***



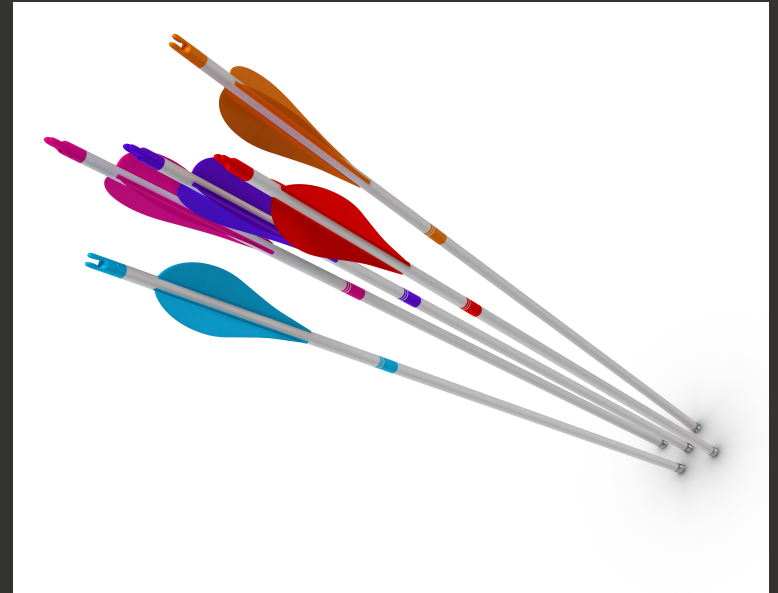
# CHUNKING DOWN WORDS

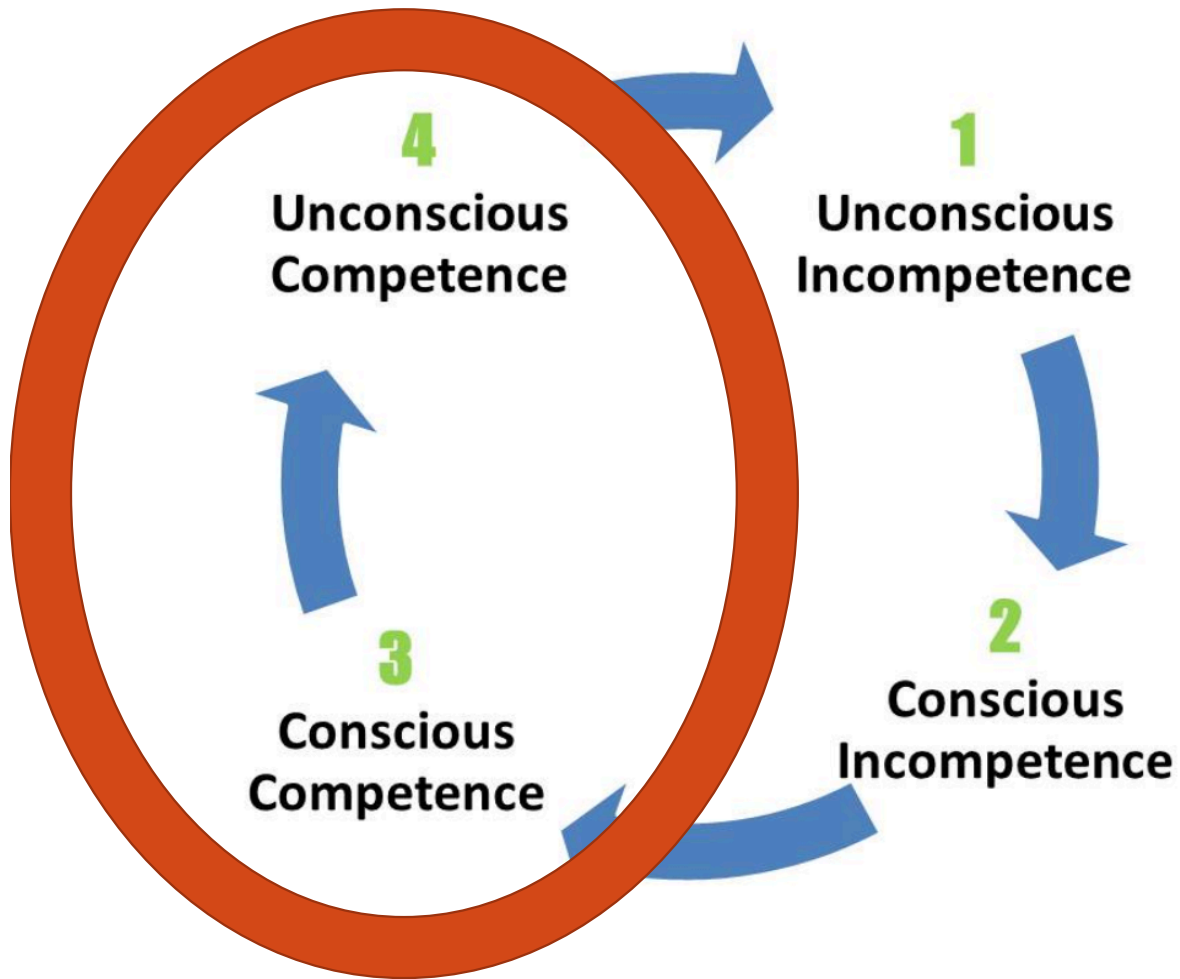
- How do you use the word XXX?
- How do you define the word XXX?
- What do you specifically mean by the word XXX?



# QUESTIONING TO A WELLFORMED OUTCOME

- 1) What do you want?
- 2) Why is it important?
- 3) When do you want to achieve it?
- 4) What do have to do to get what you want?
- 5) Is the outcome ecological?





# THE COMPETENCE CYCLE MODEL OF LEARNING



# WHAT YOU HAVE LEARNED IN THIS PROGRAM

Understand the basics of human psychological functioning

The skill of listening

The skill of supporting

The skill of precision questioning

The skill of outcome questioning

The skill of preframing and challenging tentatively



# PRE-FRAMING OF CONVERSATION



Helps the player to know what to expect, and it helps him to see the positive intention to what may arise in the conversation.

Why important? To establish rapport. Create a safe space for the conversation to unfold.



# HOW TO PRE-FRAME



- State the purpose of the conversation
- What you will be doing during the conversation (the process)
- What the desired outcomes of the conversations will be





## PREPARATIONS:

- What is your intention with the conversation?
- What expectations do you need to clarify?
- What can be misunderstood (seek to understand the other persons frame of mind)?

## SUGGESTIONS:

- The purpose of this conversation is ....  
**because**
- During this conversation I would like for us to accomplish ...[xxx], and the purpose of that is/my intention is ...



# HOW TO OPEN THE CONVERSATION

- With regards to [the topic that you have preframed] what do you want to achieve with this conversation?
- What do you want to get out of this conversation that will be of value to you?





# HOW TO INSTRUCT AND CHALLENGE SMOOTHLY



# USING TENTATIVE LANGUAGE

- ... when you give instructions and advice
- ... when you challenge based on observations, assumptions, mindread



# GIVING ADVICE TENTATIVELY

- My offer to you is to ...
  - I invite you to / my invitation to you is
  - I challenge you to ...
  - I think your stretch is to ...
  - I think what will take your skills to the next level is ...
- **THEN CHECK:**
- How does that sound?
  - How does that land with you?
  - How does that fit with you?



# CHALLENGING TENTATIVELY

- It sounds to me like ... it looks like ...
- I heard ... or I saw ... and that made me think
- I have observed .... this gives me the sense that ...
- The story I am telling myself about ... my mindread is ...
  
- *Then check:*
- What are your reflections on that?
- What are your thoughts about this?
- How do you see it from your perspective?



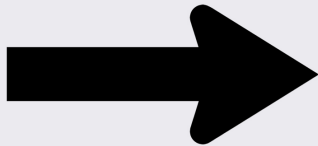
# YOUR TURN! COACHING 25 MINUTES

- Pre-frame conversation
- Ask opening question
- Follow WFO structure for outcome questioning
- Topic: What is something you want to improve with regards to **your health?**





**THE  
WAY  
FORWARD**



**REFLECTIONS**

