

Discovering Their Needs

You will often face an important challenge or opportunity during each coaching session this will be the “issue of the day”. This presents an opportunity for the coach to drill down to find the truth, the main point and help the client to resolve to take action.

Remember

- Clarify the main issue that the client wants to work on.
- Ask if this is an issue they would like to work on. (get permission)
- Begin a series of open ended questions, reflections, and discussion to help the client gain insight or awareness of the issues
- Help the client identify and commit to the next steps

How to identify their need

- The client has had a breakthrough, success and wants to build on it
- The client is unable to identify goals, motivators or feelings regarding wellness.
- The client is either held back from setting or meeting goals.
- They are, stuck, blocked, unsure, not committed, self sabotage, afraid to fail.

What to do once identified.

- Ask open ended questions, such as:

What do you want to do to overcome _____ or meet your goal?

What will it take for you to reach this goal?

What needs to happen for you to reach this goal?

What is the worst case scenario if you don't achieve this goal?

What is the best case scenario if you achieve this goal?

What might be wrong/right about this goal?

What would it take for you to be ready to change?

What have you been successful with in the past in similar conditions?

- You may want to revisit the original vision, goals etc.

What are the top three values in your life? How is your wellness linked to these?

What part of your life is most important to you? How is your wellness linked to these?

What would you like less of in your life? How is that linked to your wellness?

How will these goals change your life?

What do you think is the best/worst possible outcome of our coaching program?

- Give client ample time to respond to any of your questions, don't jump in to help with possible solutions or advice.
- Close the coaching moment discussion by having the client commit to specific action steps. State in their own words.

Remember:

- Use active listening
- Build rapport before starting the coaching moment process
- Use few words, simple questions and reflections
- Ask only one open ended question at a time.
- Its ok for them to be uncomfortable with the discrepancy of where they are and where they want to be.
- Silence is ok, get comfortable with it.
- Help your client commit to an action step.

How to help your client meet their goals

- Have a positive attitude at all times, believing they can do it.
- Understand and discuss the reasons for goals not achieved and develop new strategies.
- Make sure the goals are SMART goals.
- Be firm when the client is spinning their wheels and not being honest with it.
- Deal with self sabotage “ I get the feeling you might be sabotaging yourself by Do you think this might be true?”
- If they will not admit. “I think we have hit a wall here. What do you think?”
- If they admit. 1. Identify the triggers that set them off course. 2. help them figure out how to avoid the trigger 3. help them with self esteem despite the trigger 4. help them work out a plan to stay on track even if the situation occurs again.
- Help them find a support system
- Help them learn from past failures.
- Brainstorm solutions that they seem to have no control over
- Tell them what has worked for another client.
- Celebrate success
- Not failures but obstacles. Lapses are part of being human.
- Admit if it your fault for their lack of success.