COACHING THE PERSON, NOT THE PROBLEM
Welcome

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• Lots of attendees, so everyone is MUTED.

• Use the QUESTION feature to ask and share anytime

• SHARE your experiences and examples

• Keep things CONFIDENTIAL
Agenda

✓ Who’s in a coaching conversation?
✓ Beginner Coaching
✓ Better Coaching
✓ Transformational Coaching
✓ Time for Q&A
Who’s in a coaching conversation?

COACH

CLIENT

PROBLEM
Beginner: Coach the Problem

Coach focuses on the problem.

Coach asks the client to describe the problem to the coach.

Coach puts on his thinking cap.

Coach processes the problem from his perspective, sometimes instead of allowing the client to process.

This kind of coaching looks a lot like consulting.
Beginner: Coach the Problem

EXAMPLE: problem with boss

How long has this been going on?
What are some of the details?
How does the boss get along with others on the team?
What have you tried?
Have you thought about…?
Beginner: Coach the Problem

Expected Results

Client gets a thinking partner.
Client gets an outside perspective.
Client gets some suggestions from the coach.
Coach might also “improve” client’s ideas.
“Let’s fix the problem.”
“Two heads are better than one.”
Better: Coach the Problem via the Person

Coach focuses on the client, who is focused on the problem.

Coach asks the client to describe the problem to the client (not to the coach).

Coach invites the client to see the problem more clearly and to processes the problem in a fresh way.

Coach creates space for client to come up with a solution for the problem.
Better: Coach the Problem via the Person

EXAMPLE: problem with boss

How significant is this for you?
What about this is most challenging for you?
How would you like things to be?
What options can you create?
How would your hero handle this?
What would you like to try?
Better: Coach the Problem via the Person

Expected Results

Client’s thinking gets a boost.
Client experiences a shift in perspective.
Client formulates new and better options for solving the problem.
The client unleashes his best thinking on the problem.
Problem gets solved by client.
Transformational: Coach the Person

The “problem” becomes a mirror for client self-awareness and growth.

Coach helps client focus on client.

Coach invites the client to let the problem reveal new insights about the client.

Coach creates space for client to experience internal shifts.

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Transformational: Coach the Person

EXAMPLE: problem with boss

What does this stir up in you?
How do you wish you could experience this?
What does this reveal about you?
What has to change inside you?
What new belief (value, strength, assumption, identity) is necessary?
How does this change the story you’re living?
Expected Results

Client learns about himself.
Client makes commitments related to personal change.
Client addresses personal beliefs, tolerations, assumptions, character, etc.
Client develops new capacity by making internal shifts.
Client experiences the highest level of change: transformation.
ONLINE CLASS
Mondays @ 3:00PM (EDT)
Starting August 29th

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Questions and Comments