

Supportive Non-directive Coaching

TIP

Encouraging Openness

- *Share how you are feeling about this, them*
- *Model and share norms of openness*
- *Help them to practice confronting by role playing*
- *Encourage face-to-face, direct eye contact*
- *Feedback any discrepancies you notice in what was said or in how they are acting*
- *Make symbolic, genuinely felt cooperative gestures*
- *Try for incremental or staged solutions*
- *Use metaphors to make sure you are understanding*

TIP

Is commitment growing? Are they able to:

- *State the issue descriptively?*
- *Say how they feel, what they want, why?*
- *Talk freely even about you?*
- *Keep their requirements of others or you within reasonable expectations?*
- *Be open to the possibility of seeing this another way or are they locked into their view?*
- *Keep their emotions from blinding their reason?*
- *Share and offer significant details with you?*
- *Review their assumptions?*
- *Believe you will do your part?*
- *Believe or hope in their ability to resolve the issue?*

Coaching Process

Problem Definition

1. Understand their problem with “the problem” using open-ended questions to determine skills, desired outcomes, what’s been tried, their understanding of the issue and what they are wanting right now
2. Be a mirror not an advice giver
3. Ask them to look at their contribution: What are their needs or interests and what is their role in “it”
4. Discuss how other party(s) might see the issue
5. Flip from then to now and give them impression descriptive feedback of your interaction with them and how that might be impacting their issue: “ I’m noticing...”
6. Model openness, request it
7. Test or question assumptions about what will happen in the future or what was the another’s motivation or intention. How is it they believe as they do? What is that based on? Do they have concrete evidence for their beliefs?

Solution Definition

8. Help them to develop options and determine which one to try out
9. Practice skill building via role playing with specific dialogue
10. Discuss ways you might be helpful or involved in their plan?
11. Check If they are ready to proceed to action.