

This diagram is based on Solution-Based Coaching Arrow designed by Erickson Coaching International (erickson.edu), exercises by Marilyn Atkinson and GROW model by John Whitmore.

Keep Coach Position and Establish Rapport

- Match the client
- Use softeners
- Backtrack, summarize, paraphrase and reflect back
- Observe and share observed emotional shifts
- Be curious and creative
- Raise awareness and listen deeply
- Listen with **RASA** principle - Receive, appreciate, summarize, ask
- Ask powerful, open-ended questions
- Avoid leading questions and criticism
- Recognize and release your judgement reactions
- Create safe space for clients
 - Client is OK
 - Client has resources
 - Client makes best choices
 - Client has positive intentions
 - Change is inevitable
- "Adopt the mindset that someone is capable, resourceful, and full of potential" (Whitmore)
- Don't do "checklist coaching"** - this map is just an overview of possibilities

Create Contract

- What do you want?
- What do you really want?
- What might be the best results for the end of this session?
- If the meeting were wildly to exceed your expectations, what would happen in it?
- Why is it important to you?
- How would you know you've got it?
- If the client lists a number of problems, encapsulate it and help them choose what outcome they want to achieve
- Is the contract within client's control?
- Is the contract defined in **SMART** terms?
- Is the goal **PURE** (positively stated, understood, relevant, ethical)?
- Is the goal **CLEAR** (challenging, legal, environmentally sound, appropriate, recorded)?
- Confirm that it's what client wants

Create Coaching Experience

Help clients to understand and prioritise areas of their life

- Use **balance wheel** for categories of their life
- Use **values wheel** to prioritise values
- Use **scaling questions**

Ask questions on different logical levels (Dilts) to find, reorganize and integrate client's experiences

- Who else?** What for? Relates to bigger purpose, vision
- Who?** Identity, how they think of themselves
- Why?** Values and beliefs, what they hold true
- How?** Capabilities, knowledge, skills, competencies
- What?** Behaviour, performance, actions, reactions
- Where? When?** Environment, external factors

Observe shift in client and ask " **It looks like you are considering something. What is coming up for you?** "

Use metaphors

Use As-If shifts to help clients to explore and discover

- Time Shift
- Values shift
- Point of view shift
- Systems shift
- Information shift
- Amplifying solution shift
- Self contract creation shift
- Magic button shift

Help clients to develop positive self-concept with **value-based self image exercise**

Help clients to create long-term plans

- Use **Timeline exercise** to plan long-term goal
- Remotivate them with **Stakeholder's exercise**
- Use **Tri-position planning exercise** to create a plan
- Use **Mastery walk exercise** to motivate clients for mastering long-term skillset

Help clients overcome confusion and obstacles

- Use **Mentor's Table exercise** to include different sources of inspiration
- Use **Core Outcome Exercise** to assist them with overcoming inner obstacle
- Use **Stateline Exercise** to shift them to resourceful state
- Use **Open-ended Line exercise**
- Use **structured visualization exercise** (Whitmore)

What else?

Review Action Steps

- Review the action steps with client
- Review the measures of accomplishment
- When will you do it?
- Who will you talk to?
- What else do you need?
- How might you commit to this and develop it further?
- Use **Widescreen Summary exercise** after some sessions for backtracking and recapping previous progress
- Keep record of desired outcomes, actions and timelines and check back to follow up on those

Ask Value and Celebrate

- How was this valuable to you?
- What do you want to celebrate in yourself?
- End the session on highest note possible
- Celebrate and thank client for their openness, growth, etc.