

Here's a comprehensive look at what a coach does during a coaching session:

1. Establishing the Coaching Agreement

- Confirms the client's articulation of their goals overall and for each session.
- Ensures mutual understanding of the goals, desired outcomes and processes involved in each coaching session.
- Confirm and align the agenda to makes sure it reflects the client's priorities and needs.

2. Creating a Safe and Supportive Environment

- Creates a confidential, non-judgmental space where the client feels safe to share openly.
- Demonstrates empathy, respect and active listening throughout the session.
- Acknowledges the client's feelings and experiences and validate their perspectives without imposing their own views.

3. Active Listening

- Listens deeply to understand the words, emotions, values and underlying concerns of the client.
- Helps the client to uncover insights that they might not have articulated clearly.
- Asks clarifying questions to delve deeper into the client's thoughts and feelings.

4. Powerful Questioning

- Uses powerful, open-ended questions to encourage the client to explore their situation, challenge their assumptions and gain new perspectives.
- Questions are designed to provoke thought, reflection, and self-discovery.
- Avoids leading questions that suggest solutions but rather focus instead on empowering the client to find their own answers.

5. Encouraging Exploration

- Helps the client explore various aspects of their situation and consider different angles and possibilities.
- Facilitates brainstorming and creative thinking to uncover and consider alternative viewpoints, gain new insights and contemplate options.
- Encourages the client to reflect on past experiences, strengths, and resources that could be relevant.

6. Supporting Goal Setting and Action Planning

- Assists the client in setting specific, measurable and visionary goals that clearly defines what success looks like.
- Helps the client develop actionable steps and strategies to move towards these goals.

7. Encouraging Client Accountable

- Supports the client in maintaining accountability for their goals and actions.
- Facilitates the client to develop a structure to reflect on their journey and tracks progress.
- Follows up on the client's commitments in subsequent sessions, celebrate successes and help the client to explore challenges.

8. Facilitating Self-Reflection and Learning

- Encourages the client to reflect on their experiences, learnings and personal growth throughout the coaching process.
- Helps the client integrate these insights into their ongoing development.
- They support the client in recognising patterns and making adjustments as needed.

9. Ending the Session with Reflection and Clarity

- Summarises of key insights, decisions and action plans.
- Support the client to leave the session with clarity and a sense of direction.

In our process the client is at the centre, exploring their own situations, creating their own goals and developing their own solutions. Through active listening, powerful questioning and a supportive presence, the coach empowers the client to unlock their potential and achieve meaningful progress.