

# Simone Peer, Inc.

PROFESSIONAL CERTIFIED COACH - ICF MENTORING/SUPERVISION

## Coaching Conversation Blueprint

PM = PCC Marker CC = Core Competency

This is designed to utilize your coaching skills while constructing a conversation that:

- is a coaching conversation versus any other kind
- is evidence of the skills/competencies in play

**Open the conversation professionally.** Laser in on a few things:

- time allotted
- the fact that you'll be focusing versus willy-nilly chit-chatting
- homes in on what will make the client walk away with value added

*FOR EXAMPLE:* (PM 2.1)

In our 30 minutes, what can we focus on that will:

- bring you greatest value?
- make the greatest difference?
- be most important to you?
- be most worthwhile for you?

The client tells their STORY.

- Do NOT interrupt their opening story
- Listen for these things:
  - What makes *this* story so important *to them*?
  - What are the significant nuggets they just shared?
  - What vocabulary or way of speaking stands out?
  - What emotion(s) stand out?
  - What stands out as the problem ?
  - What seems to be making this a problem for them?

**Reflect back what you heard, immediately followed by a WHAT question.** A reflection is a summary of *what you heard*, not about repeating back exactly what they said. Do NOT repeat their story back to them; they already know their story. They just told it to you. Let them know that you *get them*. Keep It Simple AND Brief.

**- The reflection must include:**

- an acknowledgment of any emotion they conveyed
- spotlights of important nuggets buried in what they said that relate to what the problem might be
- vocabulary they used
- and *is not* a summary or repeat of everything they just told you

**- The WHAT question must:**

- not be gathering unnecessary information. (What did he say? - the client already knows what he said ... this doesn't help)
- make the client think about something they likely have not already thought about regarding this situation
- home in to explore what the essence of this conversation is about ... the underlying problem ... what the client really wants from the conversation, not what they said they want (it's about the thing that's standing in the way of getting what they said, or a hidden thing they didn't even know was in play)

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## **Explore to get a better sense of the client really wants, noticing what they are saying and not saying**

At this point, you are using your coaching skills and demonstrating competencies whilst simultaneously, *Distilling/Establishing/Creating The Agreement*, i.e. finding out what this conversation is really about.

**Follow with an exploration into helping them understand what they really want and why with something like:** “What makes that important to you?” or “What makes that meaningful for you?” or “What’s going to be different for you when/with...?” (PM 2.3)

OR

**Based on what they say, ask** “What’s standing in your way to ...?” “What are you afraid of with regard to ...?” “What needs to get handled in order to...?” (2.4)

If or when there is so much on the coaching table that you’re not sure what to ask to reign things in, you can ask: “What’s going to be most helpful at this point?” “What’s going to help you to know (or understand) at this point?”

They’ll likely be able to tell you what they really want to get out of the session now and you can continue to fill out the agreement.

## **Likely about 1/3 way in, (could be sooner) you’ll start to really establish and land the agreement.**

- Reconfirm the topic (PM 2.1)
- Determine what they want to be able to see or do differently going forward. If they’re not sure, ask them “What do you need in this conversation that will help you figure that out?” This will help them define the measure of success (PM 2.2)

**Based on what they say, ask** “What will things look like when you ...?” or “How will you know that you ...?” (PM 2.2)

## **Then continue to move in this direction (PM 2.5)**

All of this IS coaching, you’re using your skills and demonstrating competencies which means you’re on track to finding the sweet spot for the coaching ... the pivot point ... the crux of what this all about. The spotlight has revealed the point between the rock and the hard place: how bad things really are/the pain they’re in *AND* what they want, *BUT*...

They can see what they don’t want and they can see what they do want, but they also see some unquestioned assumptions masquerading as truth that reads as a consequence or downside that will befall them if they upset the apple cart, rock the boat or do something different.

This is when the coachee says something that isn’t necessarily true (ex. if i do x, then y will happen) OR their underlying thinking that is preventing them from moving forward consistently or with comfort, confidence or ease is revealed (ex: think they’re not good enough, or it won’t work for them).

**This is where what they think needs to be put in check, so they can shift the way they’re thinking about themselves and/or their situation.**

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Use your Direct Communication skills (PM7) to point out the current pain; name the emotion: frustration, unhappy, paralyzed, crippled, dying inside, etc. You partner with them (PM4) by checking in to see what they think about what you said.

Coach: "Sounds like fear of upsetting your boss has you walking on eggshells and censoring your communications, so much so that you continue to sacrifice your family time for work. What do you think?"

Client: "But I can't say that to my boss, he'll flip his lid and make my life miserable.

Coach: "You're life's already miserable. What if you spoke your truth and your boss respected you for it and you got the clarity and support you need, what would that mean for you going forward?"

You're job here is to help them loosen their grip on their thinking, question the unquestioned, point out the discrepancies, challenge the stronghold ... NOT TO CONVINCE THEM of something else, ONLY TO HELP THEM SEE THINGS FROM A DIFFERENT PERSPECTIVE ... that's what the shift is ... a shift in their Perspective that allows them to see things differently, think about themselves or the situation differently.

=====  
*Consider once you see something, you can't unsee it...we want to help them see something they don't want to unsee.*  
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**Let whatever happens sink in...give *any* shift time to settle**

**Then Circle Back to check in on two things:** are they done? or what else do they need from here? The question you ask at this point is: "When we started, you wanted (clarity) [keep this VERY brief - only 1 - 2 words], where are you now? or where are things at this point?"

**If no real shift has happened, ask** "What's going to be most helpful for you at this point?"

Keep at it a bit ... if time is running short, check in to see what they want to do carry this inquiry forward and start to support them into designing something helpful. Let them lead and let them create the measure.

**If they shifted, begin to close down.**

Likely, if they've shifted, they have already started to design some actions. If not, ask: What do you want to do with what you just discovered? or How will you use this (or these insights) going forward? (PM 8.4, 10.3)

They give action steps.

**Ask who or what can best support you in this?** (10.3). What might stand in your way? (10.3) or acknowledge the barriers they eliminated during the call.

**Ask:** What's going to happen if you don't do ...? (11.4)

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**Ask:** What did you learn about yourself with regard to this situation? (4.8, 8.1/8.2)

**If relevant, ask:** "Where else in your life does this show up?"

**Ask:** Is there anything else you need related to this conversation or is this a good place for us to stop? (4.5, 11.5)

**CHAMPION THEM** ... this is a deep, meaningful moment of acknowledgement ... spotlight their courage, or progress, or the amount of work they were willing to do to think through to this insight, or expound on the incredible nature of the insight, or whatever is genuine and allows them to receive the gift of the coaching shift they just gave themselves. Celebrate for them, so they can just soak it in. (3.1, 11.6)

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