

The COACH Model

By Keith Webb



Connect: Engagement

Build rapport and trust. Review previous action steps.

Rapport example questions:

- How have you been doing?
- What has God been doing in your life since we last met?
- What insights have you had since our last conversation?

Follow-up questions:

- What progress did you make on your action steps?

Raise awareness by not giving feedback:

You can generate feedback from within the coachee using a simple three-step process.

1. What did you do well?

Ask about what the coachee did well. Explore these behaviors and the results. Reinforce these positive behaviors.

2. What could you improve?

Ask the coachee in what way they think they could improve. Talk about what that improvement might be and what results they would expect to see.

3. How would you do it differently next time?

Generate some possible future alternatives. Coach through how the coachee will do it next time.

Outcome: Conversation Goals

Set the coachee's agenda for the conversation.

Example Outcome Questions:

- What result would you like to take away from our conversation?
- What would you like to work on?
- What would make today's conversation meaningful for you?

Awareness: Reflective Dialogue

Encourage discovery, insights, and shifts in perspective.

"Ideas are like small children. Other people's are nice, but we always like our own the best."

Discovery questions:

- What are the key points to understanding this situation?
- What is your desired outcome in this situation?
- What other factors are influencing this situation?

- Let's look at this from a different perspective....

Asking from different angles-

Angles are similar to the topic or categories we used above in open questions. Common angles to explore are: relational, financial, motivational, organizational, spiritual, etc.

1. Relational: What are the relational dynamics?
2. Background: Step back for a moment, what are the underlying issues?
3. Spiritual: From a spiritual perspective what do you see?
4. Culture: How might culture play a part in this situation?
5. Personality: How might personality (yours or others') be influencing things?
6. Financial: If money weren't an issue, how would that change things?
7. Emotion: What role are emotions playing in this situation?
8. Intuition: What is your gut telling you?
9. Information: What additional information do you need?
10. People: Who might be able to give you a different perspective?
11. Organizational: How might your organizational structure be influencing things?
12. Environment: What things around you are holding you back?
13. Community: In what ways is your community impacting you?
14. Values: Which of your values are you trying to honor in this situation?
15. Calling: What parts of this connects to your calling?
16. Spouse: What does your spouse think about this?
17. Family: How is your family being affected in this situation?
18. Employer: Where does your boss fit in?
19. Experience: How have you handled this in the past?
20. Priority: How important is this to you?
21. Motivation: What would overcoming this situation do for you personally?
22. Loss: What do you have to give up to move forward?
23. Time: What difference would it make if you had 3 days/months/years?
24. Energy: Which parts of this give you energy?
25. Jesus: What would Jesus do?

Follow up with questions like this:

- What else do you think or feel about this?
- What would help you move forward?

Course: Action Steps

Capture insights and put them into 2-3 actionable steps to be finished before next coaching session. You may need to break down larger steps into smaller, manageable steps.

Example questions:

- What actions would you like to do to move forward?
- What options do you have?
- Which options would you like to do? How? When?

Highlights: Review Learning

Ask the coachee to review the conversation.

Example questions:

- What do you want to remember from today's conversation?
- What parts of the discussion were particularly helpful?
- What are your action steps?

Active Listening:

Techniques that communicate "I'm listening"....

Verbal

- Vocal responses: "Umm hum", "Yes", "I see", "Continue", etc.
- Restating what the other person said, "So, you are saying that..."
- Clarifying the other person's meaning, "Would you give an example of..."

Non-verbal

- Facing the other person
- Keeping comfortable eye contact
- Nodding in agreement
- Avoiding distracting behaviors such as looking at text messages etc.

Open questions:

Typical MY-IDEA and OPEN QUESTION words

My-Idea Questions

- Would...
- Could...
- Are...
- Is...
- Does...
- Have you thought of...

Open Questions

- What
- How
- Who
- Where
- When
- In what ways...

Powerful Questions:

Powerful questions come from profound listening and engagement with a person. What makes a question powerful is its ability to provoke reflection in the other person.

1. **Coachee or Me?** Is this question for my benefit or the coachee's?
2. **Forward or Backward?** Is this question focused on the past or moving forward?
3. **Building or Correcting?** Does this question try to correct the coachee or help them build?

Create SMART action steps:

- **S**pecific
- **M**easurable
- **A**ttainable
- **R**ealistic
- **T**imely

