



## CoachStreet:Episode 02 The Top 9 Coaching Skills

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Andrea Lee – [andrea@WealthyThoughtLeader.com](mailto:andrea@WealthyThoughtLeader.com)  
Robyn Logan – [robyn@CoachCampus.com](mailto:robyn@CoachCampus.com)

**Robyn:** Welcome to CoachStreet. This is Episode 2: Top 9 Coaching Skills. And I'm here with my co-host Andrea Lee. Hi, Andrea.

**Andrea:** Hi, great to be here.

**Robyn:** Top 9 Coaching Skills. I'm thinking it's a bit quirky that we're not Doing Top 10...

**Andrea:** Well, we're non-conformists. And plus we really did think that there's nine skills. The Top 9 skills. These are the crème de la crème of all the coaching skills out there. So, listen up.

**Robyn:** That's right. And also because, you know, in our training program we've got a gazillion skills. Like 50, 60 skills. I actually think it would be hard to pick my four or five, but I think I only need to two seconds in choosing these would be mine, these are the ones. Like if I had to just live with four or five skills, these would be mine.

**Andrea:** Well, we're not caught in a time wrap, you and I. It's not like we had to think way back to the dinosaur age to know what coaching skills we used on who. And this is what I'm talking about earlier today – where we're using these coaching skills.

**Robyn:** Excellent, let's get into it. Number 1 top coaching skill (I'm going with one of mine to start with) is Listening. In fact, active listening.

**Andrea:** Sorry, could you repeat that?

### Number #1: Active Listening

**Robyn:** The top coaching skill is listening. Oh my God, you just made a joke and I fell for it! (Laughs) I can't believe it!

**Andrea:** Got it!

**Robyn:** OK, so active listening. The reason I think that this is such a great coaching skill, a fundamental coaching skill is because... You know, honestly we tell our coaches sometimes, particularly when they're just starting out and they're not very confident, and so sometimes we'll just say, "You know what? Just to turn off for half an hour and listen to a client is enough." Because most people don't get listened to enough in their lives. Like truly listened to.

And I'm not talking about just listening to the story, and this is where the training comes in. It's about listening to the story on the one hand that what is actually going on for the client right now. What's happening underneath that story? Maybe they're talking about the fact that they really want to exercise more, and they're not getting enough done. So what is this about? Is it about a blockage of fear? Is it about time? Then they need to schedule their workday differently. It could be any number of things. So it's about actually listening for what's really going on, as well as listening for moments to jump in, moments to let the client go. It's actually quite unmasked. It's not an easy task. And I do actually believe that it requires practice.

**Andrea:** Yeah, and I think she will operate, like, if you're a beginner, just practice listening with no intention to reply. That's a very good place to start. And if you're an advanced person, and you think, "Oh yeah, I'm listening," you know? Let's get to the good ones. See if you can practice the art of the coaching skill to listen well to yourself. It's a really great, fantastic action. In fact you might think that you're a fantastic coach, and you listen really well, but you're not listening to yourself. And the more you listen to yourself, actually, the better coach you'll be.

**Robyn:** There's actually a difference between listening as a coach, and listening you know, when you're listening to your kids telling what they want for breakfast, or listening to your someone at work telling you what they're going to do for their next task. It's a different type of listening. With coaches, it's not when they can interject next. Or what they know about the topic that they can add. It's actually listening with the intent of the client, and whatever the client wanted at that time. That's number one.

## **Number #2: Powerful Questions**

OK, so tip number two. Number 2 is Powerful Questions. Asking powerful questions. I picked this one as well because to me it's also fundamental. You know, coaching is often much more about the questions you ask than the answers you give. It's not the coach's role to give answers; it's the coach's role to ask powerful questions. And the best type of question is the one that can create an insight for the client. Now the really magical question where... I know actually because as a client I've experienced this, where either I've been telling some story or I've got some issue, and my coach would just ask a question that makes me stop and think, "Right. You know what? Actually I haven't thought about it from that perspective. And if I think about from that perspective and

go down that path...” Oh my God, it’s incredibly powerful. Much more powerful than being told the answer or the solution.

**Andrea:** Yeah. I mean, in a world where answers are everywhere, within 10 seconds you could type question onto Google and answers come. The answers become a commodity. So this where coaches can really prove their value in the market. So for you who are asking where can I build my business, how can I raise my fees, how can I be a better, more powerful coach, the ability to ask great questions is the only thing that Google can’t tell you. Right? Google can’t tell you which question to ask in order to get the answer. So that’s why this skill is really such a fundamental, and that’s why we put it. You got to learn that at the beginning.

**Robyn:** Yeah. I found that people really have to learn it, because they’re not really trained in those two skills: active listening and then asking questions. The default position for many people is to just jump right in, not listen very well to other people, and sprout off everything they know about the subject. We all know people like that, right?

**Andrea:** Yeah. Including, perhaps, two people who are doing a CoachStreet podcast... Alright, here to ask you the question and listen to you and your comments about what you think of his coaching skills. So hopefully we’re not being too hypocritical with this podcast.

**Robyn:** Yeah, yeah. Well I’m fully am telling Marc here because I’m not coaching anyone.

**Andrea:** Point well taken!

**Robyn:** So the other thing about powerful questions is I usually think about it like peeling an onion because the whole thing about asking questions is based on this belief that we have as coaches, which is that the client knows the answer. And it’s not always true. Sometimes they don’t and sometimes they can find the answer elsewhere. But it’s a good place to begin. But it’s a good place to begin with thinking, you know, actually the client is the best person in this situation to figure out what they should do next. And I as a coach, if I can just peel back the layers of the onion here, and get to the heart of the matter, and if I can do that by asking questions, then I can help the client find their own truth.

**Andrea:** Historically, if we could listen to all coaching conversations, the best coaching conversations that have occurred, thousands of them, since the invention of coaching, would be because of this.

**Robyn:** So anyway, that’s my number 2: Asking powerful questions. Now, I’m excited to hear your first one.

### Number #3: Finding the Delta

**Andrea:** Yeah, coaching skill number 3, which I call “Find the delta.” Finding the delta – first of all, the delta is that symbol that looks like a triangle, and it’s a Greek letter D. and what it stand for is change. You guys are probably familiar with that. When I say “find the delta,” what I’m referring to as a coach is always, always be looking for the delta in the conversation with the client. There’s three easy steps to finding the delta. Starting with asking where the client is now, where they’d like to go, and then talk about how they’re going to get there. It’s a very simple, call it a skill, it’s a bit of a deeper school so it’s almost like a coaching model. But it’s simple enough that I think you can adapt it, if you’re a fairly new coach. And you are having your first client, or you’re an advanced coach and you’re coaching somebody who’s a CEO or someone a little bit intimidating or takes your breath away, always come back to the fundamental heart of every coaching conversation. Where are you now? Where do you want to go? And how are we going to hope we get there today in this coaching conversation?

**Robyn:** When you say like that it sounds so simple, there’s no worry now. Where do you want to go and how do we get there? But I think that’s such a great framework. You know any coach could just pick this up right now and use that as a way to run a coaching session.

**Andrea:** Yeah, and any number of coaching sessions, like your entire coaching business, could be run just on these three first skills that’s we’ve given you.

**Robyn:** That’s basically describing the strategic planning process we go through. Where are we now? Where do we want to go? And how are we going to get there. That’s the three fundamental things you need to do to move forward.

**Andrea:** Doesn’t need to be more complicated than that. So what about number 4 for you?

### Number #4: The Art of Acknowledgement

**Robyn:** Number 4: The art of acknowledgement. And you know this is an interesting one because I found that this word doesn’t translate in some of the languages. I don’t think there’s a word for acknowledgement in Chinese or Hebrew, so when we brought out training materials we have to always improvise to describe what acknowledgement actually is. So I’m just giving a little definition here. Acknowledgement, according to Wiktionary, is the act of owning or recognizing in a particular character or relationship; recognition as regards to existence, authority, truth, or genuineness. So that’s recognizing genuineness. Recognizing potential. Expressing that to your client is acknowledgement. And the reason why I think it’s so important, is once again because I think that it’s rare. And it’s just so powerful. I know that it’s so powerful for me as a client. Because struggle is also when you’re trying to achieve great things, which lots of

coaches and clients are trying to do, there is often struggle. And it's really good to sometimes acknowledge where you are now, and what you have already achieved, it just builds you up and make you more confident and strong. So I think it's just a beautiful, beautiful thing to do as a coach.

**Andrea:** It's like the gravy on top of the beautiful plate. Or the seasoning on a beautiful plate of cooked ham.

**Robyn:** I'd also like to make a distinction on acknowledgement and compliment, because sometimes people confuse them?

**Andrea:** Good one.

**Robyn:** You might say, "Oh I really like your haircut," or "That's a nice dress." That's a compliment, because it's describing something that is just an accessory or an extra thing. It's not something that the person... it's not inherent to that person. That's why it's a bit of advanced because acknowledgement is really about being able to find something about the other person that is actually about them as a person. So "You did a great job doing this," or "The way you manage your staff is fantastic," that's an acknowledgement, because it's an acknowledgement of who the person is.

**Andrea:** I really find Robyn that the way you lead us here in International Coach Academy to be really bar none, like I really can't think of someone who's doing that better.

**Robyn:** And you know second to acknowledgement is the art of accepting that acknowledgement... thank you, Andrea (laughs).

**Andrea:** You're so welcome.

**Robyn:** You're so kind. Alright, so number 5 of list. What's your number 5 top coaching skill?

### **Number #5: Transferring Excellence**

**Andrea:** This one I call Transferring Excellence. And it's a little bit deeper for one, but I'd love to explain it if I could, Robyn. And maybe, would you be guinea pig? Would you be willing to be guinea pig?

**Robyn:** Oh, I'd love to.

**Andrea:** Oh, great. So what's something that you are awesome at, aside from running a coaching school? Like, something in your personal life, let's say a sport, or cooking or looking after your kids or something.

**Robyn:** Well, I'm pretty awesome at cooking. And when I've got spare time I love to cook. I used to have a girlfriend who is a chef, and we travelled the world, we went all through Spain visiting restaurants and learning how to cook all the dishes, so I really am a good cook.

**Andrea:** So tell me just a little bit more, Robyn, and thank you for being such a great guinea pig, why do you think you're so good at it? And everyone who's listening, listen to the questions I'm asking. We'll review it in a moment. This is a coaching skill that you can use in your sessions.

**Robyn:** Oh, that is great.

**Andrea:** So, Robyn, why do you think you're so good at cooking? What is it about cooking that makes you, that you're so good at?

**Robyn:** Well, I think I'm good at it because firstly I like and appreciate eating and I appreciate fresh food, and so I know the end result of what I want to eat, I have a taste for that. Secondly, I'm very good at being able to understand ingredients and how they work together. So like, for example, Spanish cooking. The very basics of garlic, olive oil, tomato. Those three basic things as a base, capsicum perhaps, red pepper, I'm good at understanding how these things work together to create flavor without having to follow a recipe. And I trust my instincts. So I'm really good at being able to go, you know that just doesn't look right, I'm just going to put more a bit of this in; that doesn't feel right I'm just going to add a bit of that.

And also taking risks. I often would cook a new dish at a dinner party, which is sort of crazy but it's a great opportunity to actually cook a fantastic dish. So I'm completely prepared for that to be a complete failure. I'm like, whatever (laughs). So... Yeah.

**Andrea:** I love that. It's such a good example, Robyn. I want to come over to your place to eat. Remember that, I'll be coming down for the Spanish food. So this is really beautiful, I want all of you to exercise your coaching skills to listen to Robyn carefully.

Let's say now, hypothetically, Robyn, that you are a new coach looking to build a business but you're having trouble building a team. Let's just say hypothetically that you're really stuck with getting two people on your team to work well together. Something that I, as your coach in the moment, could say to transfer excellence would be to appeal to you and say, "Robyn, you know how you know exactly how to make the flavors of tomato sauce and capsicum's hot, hot pepper work well together to make this beautiful music together. You know, touch base with that for just a second, can you see into how great you are with combining those two things? How is getting two people on your team to work together really well similar to that?"

**Robyn:** Yeah. I just think that whole experience is great as a client, because I'm already thinking, you know what, the other elements of that are true as well. Like, just take the risk and do it, and be prepared to do it organically along the way and not follow the 1-10 set of instructions on how to employ staff. Trust your instincts. Find a way for them to work well together. But look out for, Oh, there's not enough of water; Oh it needs a little bit more salt. Look out for that and just make the changes as you go along.

And you know what's weird? That's true, what you just described, my approach to cooking is pretty much my approach to business! Isn't that funny?

**Andrea:** You're at a pinnacle already, right? We were just using you as a guinea pig. So it's like, if you're good at something... OK, all you coaches who are listening, unless you meet a client who is bad at everything and they can't find anything that they're good at in their entire life, you will be able to use this with remarkable results. Something that they're good at, whether it be brushing their teeth, weeding the garden, to feeding their child on time, whatever it is, they're going to be able to relate to that excellence and start to transfer it to new areas. It's a shortcut that actually, really accelerates progress. You can really notice, as well, in a deep way, that that client gained incredible confidence as they weave together excellence in different parts of their lives, to become overall a more excellent person. So that's one of my most favorite coaching skills.

**Robyn:** Yeah, it's great. I love it. Excellent. Transferring excellence. That you, that's perfect.

### **Number #6: Reframing Perspective**

OK, let's move on to number 6. Coaching skill number 6 is Reframing Perspective. Now I trust this one because, once again, though I say they are all fundamental. But really this is really probably, just alone if you can do this as a coach, you can bring value to your clients. And that is, perspective is merely a point of view. And you might have heard of that saying, you can't change what happens to you but you can change the way you react or respond to that. Because the truth is, two different people will have the same experience and both will walk away with a different perspective of that same experience. And we see that happen all the time. You go to a party and something happens and you talk to your friends about it later, and they're like, no that's not what happened. And everyone has a completely different experience.

**Andrea:** Right. Like, you may think that this podcast is awesome, while I may think it's hilarious.

**Robyn:** Or you may think your jokes are funny, but I may think they're not, for example.

**Andrea:** Right, that's right. That's actually very possible.

**Robyn:** Very possible.

**Andrea:** Outrageous, outrageous. But possible.

**Robyn:** The thing about perspectives is sometimes in the coaching situation your client will have a disempowered perspective. They'll be looking at a particular situation in a way that is not powerful for them. It's not putting them in the best place to move forward. So a skill as a coach is to move the client from the disempowering perspective to a more powerful one. And there's lots and lots of tools you can use to do this. One example is a tool we use called Blame vs. Responsibility. Sometimes clients are playing the blame game. It's everybody else's fault, and it happened because of this, etcetera. And a very simple exercise is to just say to the client, "Look, not saying this is the truth or the reality but what would happen if you took 100% responsibility for the situation right now? What would that look like? Just as an exercise. Just you and me, and let's just walk through this as an exercise.

And by getting the client to that, and sometimes they'll resist, but by really pushing through in getting the client to do that, they can see another perspective. So that's one way you can do it. So the other way you can do it as a coach is to offer a different perspective. Say to your client, "Oh, that's really interesting the story you just told me. Can I offer you a different perspective?" And then once you have the client's permission you can say, "Well, you know another way to look at that thing that happened to your workplace is that your boss is really trying to develop your skill in this area. Have you thought about it from that perspective?" This is quite a powerful thing, you might find this as well in your coaching.

**Andrea:** You know, truly, as many human beings are there are around a coffee table, that's how many perspectives you're going to get. But you know what's fun about all of these, Robyn? It's fairly easy.

**Robyn:** That's true!

**Andrea:** So anybody who wants to say, like, coaching skills? Oh my God it's hard to be a coach. It's actually not. That's one of the biggest joys. We're going to talk about this in a future episode of CoachStreet, is the lifestyle of being a coach and the blessing of being a coach. So how to build a business... it doesn't have to be hard actually. So hopefully that's coming through with these first 6 skills.

**Robyn:** Yeah, I agree. I agree. And in fact many times it's just about I'm learning some of the stuff and relearning some new stuff.

Alright, let's go to number 7. Coaching skill number 7.

### **Number #7: The Takeway Manoeuvre**



**Andrea:** Use the Takeaway Maneuver. So what do I mean about the Takeaway Maneuver? It's just as it sounds. You're taking something away from the client. That's really the essence of the skill. Anyone who was ever a child who stole a ball from a kid at school at recess? OK, you know how to do this skill (laughs). It's not quite the same as that but the fundamental point is fairly simple. When you think about generating a breakthrough for a client a lot of times we're very used to using the momentum a client already has to create a breakthrough. OK, they've built up a header steam, they've got motivation, you've cleared some resistance, all of these good things. And they are able to create a breakthrough.

The problem arises when a person who is completely stuck and at a standstill wants to create a breakthrough. So this is one of those really awesome coaching skills you could have in your hip pocket when you're sort of, you're on the phone and your eyes are wide and you're just like, what do I do here, this person is completely at a standstill. Inertia. Nothing's working. What as a coach you can do is to take away something. Take away from them something that means something to them. And by doing that, even if the client is standing still, you create momentum. You take away the comfort level of their status quo.

A great example of this could be like, let's say a client wants to write a book. And she's done nothing about it. So the takeaway there would be something that sounds like, "Well, you know you'd had this goal for a while. You've come to session for a couple of times with this. You have steps to proceed. You know what could do but you aren't doing it. So what would you think if we just, you know, forget about it? Your actions are speaking to us that you're not doing anything, so what if we just not have you do this? Like, let's just say cross running a marathon off your list of things to do. Cross writing. Just get rid of it.

**Robyn:** Wow.

**Andrea:** And then this is key: leave silence. Employ the first coaching skill of listening. Listen in to the silence. This is where you close your mouth and employ the coaching skill 7B. Close your mouth and listen. And what you'll hear is one of two things. The client's going to go, "Yeah, you're right. I think it's time to set a new goal. I don't want to do that. Yeah, book writing is for the birds. I never wanted to anyway." You know, whatever. That's one thing.

The second thing that you may hear is, "What? Wait a second. No! No! I really want to write this!" And you'll be just like, "Well, if that's the case then what can we do, how can we get you unstuck?"

In certain cases, Robyn, for particularly stubborn cases I feel like I'm talking athlete's foot, but I'm not really. But in really stubborn cases where the client says they want this

goal but is not doing anything, I use the Takeaway Maneuver coaching skill. And they come back and they push back and say “I really want it.” I say, “OK you know what? I don’t believe you. Prove it to me.” I really don’t believe you.

Next, we’re getting into a more advanced coaching skill, which we’ll have in another episode I’m sure, where we may demonstrate a few of these things. And send in your questions if any of these skills aren’t making any sense or you want us to go further. Because this is a little bit of a scene that I’m putting together here quickly for you. That’s the Takeaway Maneuver in a nutshell. You take it away and then you see how they respond.

**Robyn:** I think it’s great. And I think it’s really advanced, like you probably wouldn’t do that when you’re in the first couple of weeks with your client because they’ll run away screaming.

**Andrea:** Well hopefully they’re not that stuck in the first two weeks (laughs).

**Robyn:** But you know what it is, it’s quite confronting. That’s what it is. Because what you’ve done is you’re actually highlighting the fact that they’re really not committed in their actions. And it’s confronting. And it does make you actually think about it. If I was a client, and my coach did that it would be on the one hand confronting, and on the other hand one of our most favorite things, because that is actually the type of coaching that I want. I want coaching that’s going to challenge me, pick me up where I say I’m going to do something but my actions aren’t completely in alignment with that day after day and week after week. That’s the sort of thing that I want from a coach.

**Andrea:** And I think this is a good time and a good moment, Robyn, right? To acknowledge that there are different styles, and for each of these coaching skill there’s going to be a softer, tenderer, more caring and nurturing style. And at the other end there’s tougher love, a little bit edgier style. Now, I have a bias that I want more coaching to be on the edgier side, not that there isn’t a place to be tender within it. But you’re going to want to think about it and we can talk more about coaching style on another episode. Robyn, you are making an excellent point. You may not want to employ this because it’s just too edgy for your particular market, let’s say. Or your particular client in that moment is fairly sensitive, so it not may be something you might want to use in every scenario.

**Robyn:** You know I think it’s great. I read somewhere that you used to be a guest in someone’s radio show or something, and they described your style as a combination of tenderness and bite.

**Andrea:** I know that this is not an adult-rated podcast, but you know, it’s a little bit of how I like my romance. (Robyn laughs) Tender and with a little bite. It’s just one of those things, it’s a personal preference.

**Robyn:** Oh, it's so funny!

### **Number #8: Suspend Judgement**

Coaching skill number 8. And that one is the ability to Suspend Judgment. So the thing about judgment is we all do it. We're all judging things and people all the time. Sometimes it's a positive skill set. You need to be able to do that. You're driving a car, you need to judge whether you think the one in front is going to break, or what they're going to do. But the thing is when you're a coach, it is not your position to judge the life or the values of your client. This can be quite challenging as a coach because sometimes your client wants to do something or say something that goes completely against your values. Now, the danger here is to then start coaching from your own value or belief set. You may even notice you're doing it, but the questions you're asking are leading questions. You know you presumably would like courtroom dramas where they ask leading questions where you're really asking these questions because you want your client to end up in point B or point A. But the skill here is to actually actively listen, again. Suspend judgment of the client. Work out exactly where they want to go. And ask questions for them to get there.

**Andrea:** And now without further ado, if we could have drum roll, is that alright, for number 9?

**Robyn:** Drum roll for number 9, here it comes...

**Andrea:** (mimics drum roll sound) Drum roll!

**Robyn:** The number 9 top coaching skill is...

### **Number #9: Balancing Offense and Defense**

**Andrea:** Balancing Offense and Defense. In sports, in a team sport, let's say soccer, I have a question for you and that is, how high of a score do you think a team can get if they're only playing defense? The highest score they can get is zero. They're not playing any offense, right? In other words, translating, they have no opportunity. Playing defense, there's no way they can win this game. None. And I'm asking you guys all in general, right? But in specific project for a coaching client, my question would be something like, "In what way on this particular project or in this relationship are you playing defense only and not playing offense? How are you playing not to lose as opposed to playing to win?" And that's balancing offense and defense.

**Robyn:** That's a great question.

Excellent, that's a wrap for The Top 9 Coaching Skills according to Andrea and Robyn. And I think we could do another nine and another nine and another nine (laughs).

**Andrea:** I just really like to acknowledge that you did such a great job of this, Robyn.

**Robyn:** Oh, you're acknowledging! (Both laugh) Oh, it's starting to get painful now. What about the Top 9 Things That Coaches Do That Drive You Crazy, do you reckon we could have that one as well?

**Andrea:** You know what, let's let everyone tell us. Would you like to hear the Top 9 Things That Coaches Do That Drive Everyone Crazy? And we have to stop, whatever it is. Seriously, we'd love to hear your feedback.

**Robyn:** Yeah. And actually if you go to the website, if you go to CoachCampus.com, and click on the CoachStreet podcasts, there's a little thing on the right hand side of the screen, it's actually a little app called SpeakPipe. You can actually leave a recording for us and give us your feedback.

This has just been wonderful. Alrighty! Now we're up to our last segment which is Spot The Coaching.

**Announcer:** And now, Spot The Coaching! (Music)

**Andrea:** This is where you spotted coaching around the world, this is what this little piece is about, right? Spotting coaching out in the wild! So I'm really excited to hear as we close off our episode what this piece you spotted is about.

**Robyn:** Well, I spotted coaching, and once again it speaks of the fact that I spend down at the school, so it's actually Ryder's teacher.

**Andrea:** And Ryder is your son, right?

**Robyn:** My son, yes. My son is 10. His teacher is the most amazing woman. Some of the parents think she's kind of a freak, because as an ex-teacher myself I just look at the way she is so engaged and inspired and motivated after 20 years of teaching. Anyway. She is such an amazing woman, Yasmin. But what's really funny is Ryder would cope with these things like, you know I was doing something the other day, and I said, "Sorry about that Ryder, that was an accident."

And he's like "Well, Mommy. Yasmin says the first time is an accident. The second time is a choice."

**Andrea:** Wow.

**Robyn:** OK then (laughs). And then you know a few days later, I was complaining about something and he's like, "Mommy. That's really a first-world problem you know." And I'm like, what are you talking about? What do you know about first-world problems? "Well, Yasmin says, when I was complaining I can't find my reader bag, 'Well that's a first-world problem.'"

And then the last example is the other day, I don't know I must have been doing something where I was not allowing them to fully experience it. Maybe there were not to stay at the beach longer because it's been pretty hot here in Melbourne. I wanted them to come home. And he's like, "OK Mommy, listen. You know Yasmin says you know when you're born you get that date? You know when you're born?" And I'm like "Yeah?" And he said, "And you know when you die, there's another date that you get. On your gravestone there's like those two dates." I'm like, "Yeah?" And he says "And you know that dash in the middle? That dash in the middle is your life. So you better make the most of it." (Both laugh) Isn't that unbelievable?

**Andrea:** It's great. It's really great.

**Robyn:** So there's a little bit of coach approach going on in that classroom.

So on that note, shall we call it a wrap for episode 2 of CoachStreet?

**Andrea:** That was fun.

**Robyn:** Looking forward to seeing you and listeners next time for episode 3.

**Andrea:** Bye everyone.

**END**