

TrueNorth Level 2 Program



Competency 7: *Evokes Awareness DAY 1*

Definition: *Facilitates client insight and learning by using tools and techniques such as powerful questioning, silence, metaphor or analogy*

Comp 7 - EVOKES AWARENESS



7.1: Coach asks questions about the client, such as their current way of thinking, feeling, values, needs, wants, beliefs or behavior.

7.2: Coach asks questions to help the client explore beyond the client's current thinking or feeling to new or expanded ways of thinking or feeling about themselves (the who).

7.3: Coach asks questions to help the client explore beyond the client's current thinking or feeling to new or expanded ways of thinking or feeling about their situation (the what).

7.4: Coach asks questions to help the client explore beyond current thinking, feeling or behaving toward the outcome the client desires.

7.5: Coach shares — with no attachment — observations, intuitions, comments, thoughts or feelings, and invites the client's exploration through verbal or tonal invitation.

7.6: Coach asks clear, direct, primarily open-ended questions, one at a time, at a pace that allows for thinking, feeling or reflection by the client.

7.7: Coach uses language that is generally clear and concise.

7.8: Coach allows the client to do most of the talking.



Inquiry about ...?



1. Coach asks questions about the client, such as their current way of *thinking, feeling, values, needs, wants, beliefs or behavior.*
2. Coach asks questions to help the client *explore beyond the client's current thinking or feeling to new or expanded ways of thinking or feeling about themselves (the who).*
3. Coach asks questions to help the *client explore beyond the client's current thinking or feeling to new or expanded ways of thinking or feeling about their situation (the what).*
4. Coach asks questions to help the *client explore beyond current thinking, feeling or behaving toward the outcome the client desires.*
5. Coach asks clear, direct, primarily open-ended questions, one at a time, at a pace that allows for thinking, feeling or reflection by the client.





Marker 7.1, 7.2, 7.3 and 7.4 are same yet different



- *Coach asks questions about the client, such as their **current way of** [thinking, feeling, values, needs, wants, beliefs or behavior.]*



- *Coach asks questions to help the client explore beyond the client's current thinking or feeling to new or expanded ways of thinking or feeling*
 - *about themselves (the who).*
 - *about their situation (the what).*
 - *or behaving toward the outcome the client desires.*



- *Coach asks clear, direct, primarily open-ended questions, one at a time, at a pace that allows for thinking, feeling or reflection by the client.*



Comp 7.1 - EVOKES AWARENESS



Marker 7.1: Coach asks questions about the client, such as their **current way of thinking**, feeling, values, needs, wants, beliefs or behavior.

Eg Tell me more about this goal you have shared

Eg As you share this goal, what is becoming sure in your mind



Comp 7.2 - EVOKES AWARENESS



Marker 7.2: Coach asks questions to help the client explore beyond the client's current thinking or feeling to new or **expanded ways of thinking or feeling about themselves (the who).**



Eg Which personal need may be fulfilled with this ?

Eg How is this self talk serving you ?

Comp 7.3 - EVOKES AWARENESS



Marker 7.3: Coach asks questions to help the client explore beyond the client's current thinking or feeling to new or **expanded ways of thinking or feeling about their situation (the what).**

Eg: What is another way if looking at this same situation?

Eg How might you describe this situation differently? Positively / optimistically

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Comp 7.4 - EVOKES AWARENESS



Marker 7.4: Coach asks questions to help the client explore beyond current thinking, feeling or behaving toward the outcome the client desires

EXPANDED WAYS OF THINKING ABOUT OUTCOME

Eg: Can we explore this goal. Little deeper so it aligns with you fully

Eg What thoughts are attracting you to this goal

Eg What is so meaningful about this goal

WHO?

“The who” or “whole person” refers to the client as a human being and could be understood as the client’s internal way of being. It when or how the client shows up in their world as a unique human being, informed by their **context, identity, environment, experiences, values, beliefs, culture, self-expression, perceptions, gender, nationality, age, ethnicity, spiritual beliefs, etc.** that influences or guides the way they:

Think; Create; Relate; Learn; Feel; Value;

View their world; Choose to “be” in the world.

Note: This is not an exhaustive list. Anything that relates to the client’s internal way of being could be considered “the who” of the client.

WHAT?

“The what” refers to the client’s external way of doing. This could include the client’s:

- **Goals;**
- **Aspirations;**
- **Dreams;**
- **Challenges;**
- **Issues;**
- **Gaps;**
- **Desired external topic, focus or goal for this session;**
- **Desired internal topic, focus or goal for this session.**

Note: This is not an exhaustive list. Anything that relates to the client’s external way of doing could be considered “the what” of the client.





Using metaphors to explore beyond current level of thinking

- *Don't ask them to explain the metaphor*
- *Don't ask them what makes this metaphor true*
- *Trust their choice of metaphor and*
- *Move hem ahead in the direction of their desire*
- *When mind is challenged to make sense of the new experience, it finds a metaphor*
- *At times, a Coach can introduce a Metaphor*
- *It helps clients understands, reason and explain an abstract concept to themselves*
- *Metaphor is a pathway that connects experiences – actions, thoughts, feelings, values*
- *The metaphor does not need to be interpreted or analyzed to have an effect; it is already an interconnected part of the system. Therefore, client can experience powerful transformative shift in thinking when working with a metaphor during a deep conversation*

WHO of the client

How can a Coach asks questions about the client; his/her way of thinking, assumptions, beliefs, values, needs, wants, etc.



Comp 7.5 - EVOKES AWARENESS



Marker 7.5: Coach shares—with no attachment—observations, intuitions, comments, thoughts or feelings, and invites the client's exploration through verbal or tonal invitation.

Coach
shares.... And
invites client
to respond

Coach accepts
clients response
to the invitation

Invite to
respond that
client can
decline

Client is free
to agree OR
disagree

May I offer an
observation.... “
“ ..What do you
think about this ?

X
Offers
observation, but
does not invite
client to explore
further

X
Doesn't allow client to
disagree or offer
another viewpoint

I sense something
and may I share it
with you “
“ ..What do you
think about this ?

Comp 7.6 - EVOKES AWARENESS



Marker 7.6: Coach asks clear, direct, primarily open-ended questions, one at a time, at a pace that allows for thinking, feeling or reflection by the client. .

Comp 7.7 & 7.8 - EVOKES AWARENESS



Marker 7.7: Coach uses language that is generally clear and concise.

Marker 7.8: Coach allows the client to do most of the talking.



first ascertain if it is
Values/beliefs/thinking/assumptions
True/Not true
Serving/Not serving/
Significant/ Challenge

Then find connection
between **Internal**
world and **external**
desire

Use a Metaphor to liken the
client's experience with
something that can be seen and
moved

Chunk up the
content - experience-
Bottom line the
essence and offer to
client

USE the client's
language | learning
style | frame of
reference

SUMMARY OF Evokes awareness