

The 3 Week Online ICF Level 1 Learning Program



TRUENORTH
COACHING ACADEMY™

WEEK 2

Agenda of the coaching conversation



- Focus
- Outcome
- Takeaway
- Goal
- Topic

a

These are the immediate concerns, challenges, or action items that the client wants to address or work on. The small "a" agenda is more explicit and focused on short-term objectives

This also comes up as Topic of conversation. It is usually in the form of

- Challenge client is facing
- Goal they want to attain
- Brainstorming actions
- Exploring new ideas

These need to be client desired AND measurable by client

a



Small a – Agenda of the conversation

It is Stated as a WANT, NEED, DESIRE...

This a is has to be listened for in the Client's narrative

It is either Explicitly stated

Or Implied in the narrative

Identifying & Confirming the Small a paves way for forward movement

Small a should be the Goal of the conversation and that's what we will chase



Small a – Agenda of the conversation

This *a* is often misunderstood in a Client's narrative

a is identified and reconfirmed as Goal of the conversation.

Here are a few must have's for *a*

- Must be stated positively (or made positive)
- Must be confirmed by client to explore
- Must be in the realm of future possibilities for the client
- Must be something the client wants to achieve, (rather than what is good to have)

Small a needs to be explored to get the
Refined a

TOPIC is misunderstood as small a – *I want to talk of WLB*

Introduction is misunderstood as small a
- *This is about my career*

Any type of want is misunderstood as small a

Stated as a WANT, NEED, DESIRE, DREAM, WISH, OPPORTUNITY
FOR DEVELOPMENT, CHANGE TO EXPLORE,



Agenda of the client's life – A

You may hear this if you ask for PURPOSE, VISION, MEANINGFULNESS

• Big "A" Agenda:

- The Big "A" Agenda refers to the client's deeper underlying desires, and life purposes
- that they may or may not be fully aware of or able to articulate clearly.

It represents the core aspirations, values, and long-term visions that drive them at a fundamental level.

The Big "A" Agenda is often unconscious or implicit, and it shapes the client's broader direction in life.

A

Once you hear the BIG A ...
Pause
Acknowledge and
LEAVE IT THERE ...PARK
IT



How to recognize the a & A

a

- I want to have better my communication with me team
- I want to work on my temper and aggression
- I want to create more Leaders in my team
- I need better visibility within the organization
- I want to finish all items on my TO DO list and manage time better

Stated as a WANT, NEED, DESIRE...

A

- I want to be perceived as an empathetic and approachable leader
- I must be kind to people – It's not good to be always angry
- My team must see growth and look at me as their Mentor
- I want to leave a legacy behind
- So much to be achieved, so many areas of life, I want to indulge in and give to

Implied deeper motivations





Refined a – Broadened small a

Explore the Client's

Exploring small a for its meaning importance and significance in their life now ..

Check with them, on how it fits into what they want to explore

When their thinking is broadened, their small a gets refined

The role of the coach is to help the client connect their small "a" agendas to their context and make meaning of it

By exploring the deeper motivations, values, and aspirations behind the client's immediate goals, the coach can help them gain clarity and alignment between their actions and their deeper sense of purpose.

a



Refined a



Small a ,
once identified



Gets explored
further



Big A



Park
it



Refined a



Explore
further





ICF definition –Active listening

What client said – Listen

What client didn't say – Connect the dots, look at big picture , make an offering

Support the client's expression – Move the client forward towards their desire with an inquiry

What do you listen for?





Listening is an activity

What do you listen for ?

ACKNOWLEDGE

LISTEN FOR DESIRES (A, a,

Dreams, expectations)

Listen for the greater good

Listen for strengths

Listen for gifts

Listen to celebrate

ACKNOWLEDGE



Check Active Listening core competency

Narrative not Story

Emotions not logic

Reactions not Anecdotes

Present time not Past
(3 time zones of a narrative)

Thoughts, Dreams,
Expectations, and beliefs not
facts

Acceptances not
justifications



Listening is an activity

Impact

What is this activity ? TUNE IN to IMPACT

- Tune in to their inner world – Wishes, possibilities, dreams
- Tune into their Value systems
- Tune in to their language and choice of words
- Tune in to their thoughts & reflections
- Tune in to their emotions – Positive & Negative

I hearI hear...I hear

Kp Kp Kp

Key points in not more than 10 words

Client's

- thoughts & confidence
- needs & wants
- desires, dreams , expectations
- values, beliefs, perceptions,
- perception of their reality , barriers
- fears, limitations, assumptions,

WHO of the client ?



Listening is an activity

Event

What is this activity ? TUNE OUT

- Tune out of the unnecessary data & information
- Tune out of the past
- Tune out of the other characters in the story
- Tune out of the data and logical information

Client's

- Situation , Circumstances
- Stakeholders
- What they said, or did
- Others in the story
- Expectations / feedback of others
- Problems, concerns, issues

WHAT of the situation

I Ignore ...

The subtle art of ESSENCING / BOTTOM LINING

ESSENCING - The act of weaving all that was meaningful that Coach tuned into in the narrative

- Present tentatively ...*Seems like YOU*
- Define the Thought Process that is at work (use the thesaurus of thinking)
- Chunking it up OR give it a theme name
- Present it in one short line without any attachment

Eg - *I hear 1..2..3. It seems...YOU ... are considering ... all options before you take a call*

I hear 1..2..3. It seems to me...YOU ... are wondering ... if you want to go ahead or wait

I hear 1..2..3. Seems like...YOU ... are curious ...what makes you react this way when this happens





HOW TO LISTEN ?

Step 1

KEY POINT
Listen for I -
Avoid the E

- Key point 1, 2, 3 of what Coach tuned into
- Articulate what you heard, keep it concise, precise, succinct

Try to keep it at max 3 points ..Not more than 10 words

ESSENCE

Synthesize into seamless overarching theme - Not more than 12 words

- It seems...
- You are (thinking word)
- Theme

Offer it tentatively, await their agreement

I hear a few things
I hear ...
I hear ...
I hear

KEY POINT
Listen for I - Avoid
the E

It seems you are
[considering]
[a new approach]



Inquiry in coaching



Asking **Clear, Open Questions** is intended to **explore beyond** current ways of thinking to move them towards their goal

All Inquiry should serve to **EVOKE AWARENESS** in client

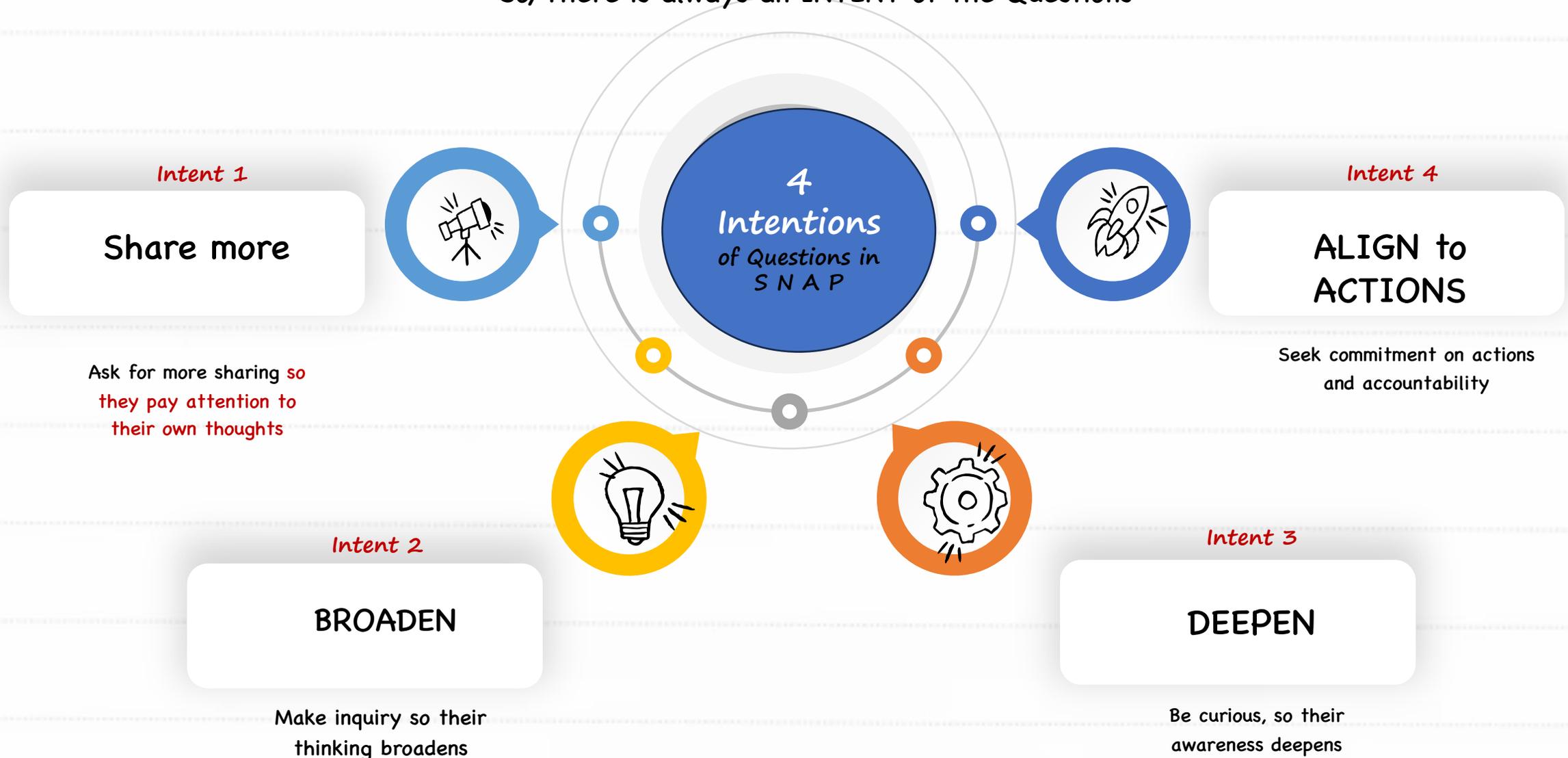
Every Question has a **INTENT**



INQUIRY - Where do a COACH's questions come from ?



They come from the Content shared by Client
So, There is always an INTENT of the Questions





The Narrative of a client is a jumble of Events and Impact and lots of miscellany

- Pay attention to the I level
- Frame inquiry for the I level
- Listen openly

"The coach is like a sculptor, shaping the client's narrative into a masterpiece."



E & I – Narrative



INTENT 1 – Share More (positively)

Make inquiry so Client
shares more

**The role of the coach here is to
elicit more so Coach can hear
more of Impact level**

**This helps Client to pay
attention to their own narration**

Inquire to elicit more, positively

- And What Else – AWE-
*Introducing to you the most Magical
Question of the world*
- Tell Me More – TMM
- What are you thinking as you
share this ?
- In order to move towards a
positive outcome for you now –
How would you rather be?

And...
What else
about ?

Tell me
more
about ?

I hear (Loss
frame)
How would
you rather
be?



INTENT 2 Broaden the agenda

Make inquiry so their thinking broadens

The role of the coach here is to help the client connect their small "a" agendas to their larger Big "A" Agenda.

So they can see "What does Success look like" !

Broaden the agenda

a



Refined a

Explore to broaden thinking

Meaning Q

Importance/Significance Q

Impact for future Q

Alignment with inner self – Meaningfulness / Larger purpose Q

By exploring the deeper motivations, values, and aspirations behind the client's immediate goals, the coach can help them gain clarity and alignment between their actions and their deeper sense of purpose.



Meaning Q is a at the foundation of all Inquiry and yet so powerful



When you ask for the meaning of a Word or a Phrase, you re(direct) the Client's mind to what they said, their language and it's meaning



Because people don't quite hear what they said

Syntax



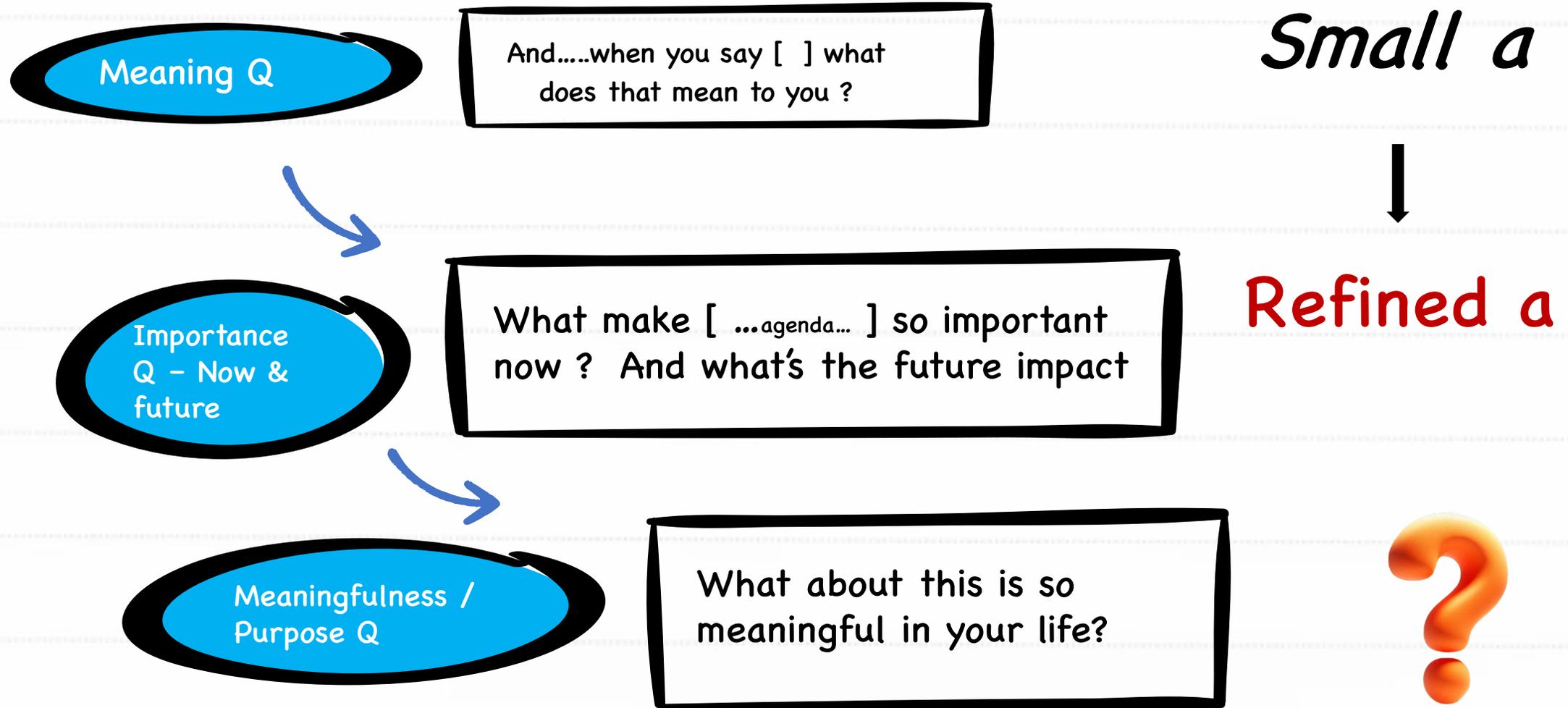
What do look for , or inquire on?

Verbs, Adjectives, Adverbs

Ambiguous words

Eg Effective, develop, create, figure out, make, build, sort, manage, deal, 'right', 'enough, great, purposefully, clearly

Inquiry to Broaden the agenda





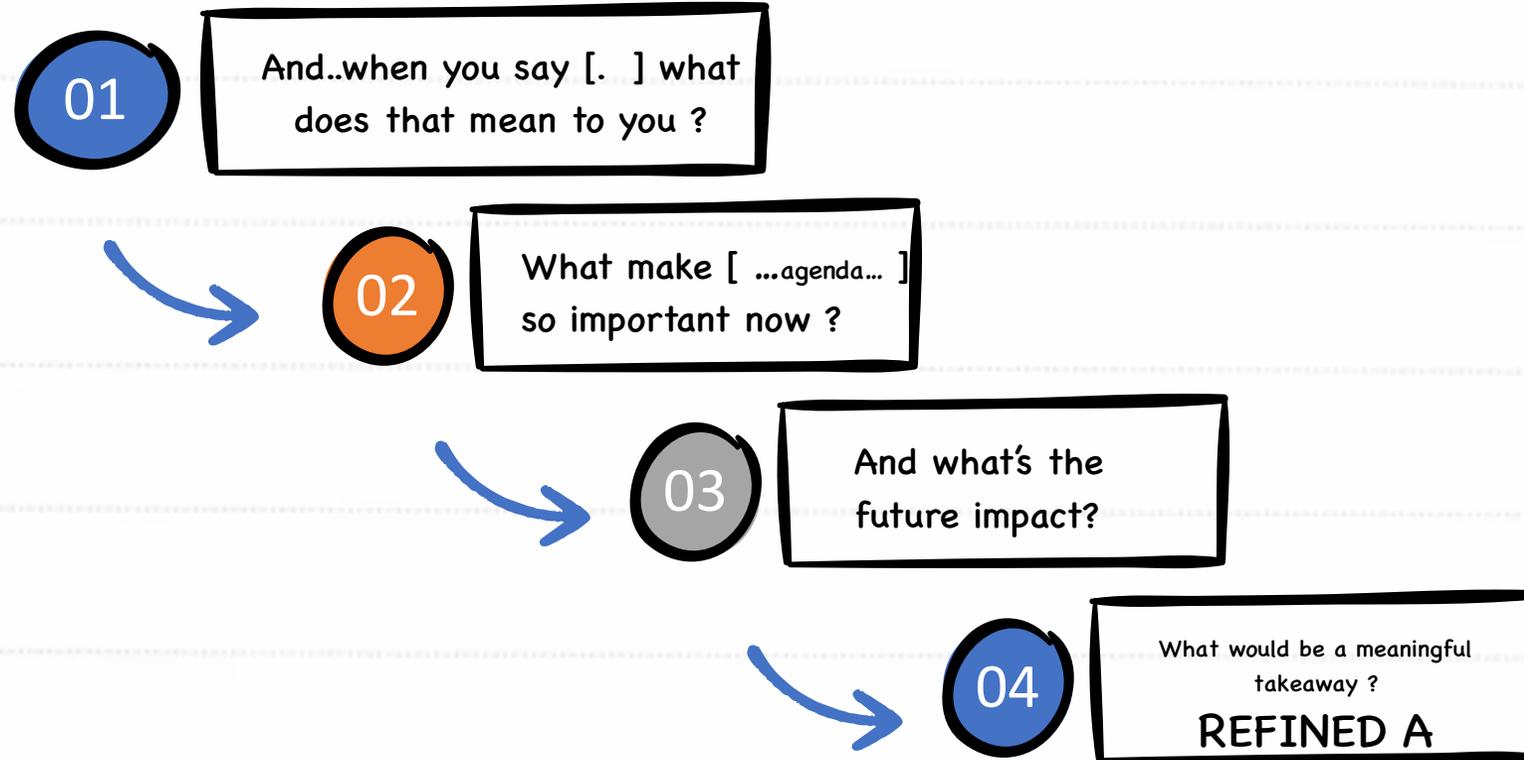
What after
Broadening ?

What happens after
Broadening ?



Refined agenda
is born

Now ask for a New Refined Agenda Refined a (04)





Create new reality



know



Deepen the understanding

S A M E Inquiry

Intent 3 Deepen the understanding

When understanding deepens, client is ready to elevate & explore a shift

Deepened awareness, leads to new insights, on what matters, what to choose and how to be. The Coach then taps this energy to create a new reality.

UNDERSTAND :
What needs to shift for you?

What needs your attention?

What matters most here?

What will enable you to...?

By exploring the deeper motivations, renewed intentions behind the client's immediate goals, the coach can help them gain clarity and alignment between their actions and their higher sense of purpose.



S A M E Inquiry

When to use and how

SAME inquiry should be used mindfully

Applying the syntax depends on the context being inquired

S A M E Inquiry

S - shift in perspective is applicable when you are nudging your client to look at change of belief.

- *Change of opinion*
- *a change in the way they are perceiving a situation a*
- *maybe missing out on another viewpoint.*

A - Align or Attend is best used when your client needs to choose a certain behaviour or behaviour pattern of their own that may be the derailer

In order to be more "mature in your responses" what do you need to attend to

S A M E Inquiry



M - M matters, most perfectly applicable when making a choice as it directs the mind to find that one compelling reason to choose one over the other.

"What matters most to you in making this choice"

E - Enable is easiest and applicable in most situations and hence often used in Coaching.

Enablers can be in behaviours, thoughts, actions, change of perspectives or even some situational changes



Action Planning – Designing Actions

Intent 4
Align to Actions –
Inquiry



Discovery

New Actions

Resources

Accountability

Closure