

S . N . A . P



*The Coaching Framework of TNCA
Module 10 ONLINE*



Why this framework for COACHING?

A framework of coaching provides a broader, more flexible set of guidelines or principles for coaching.



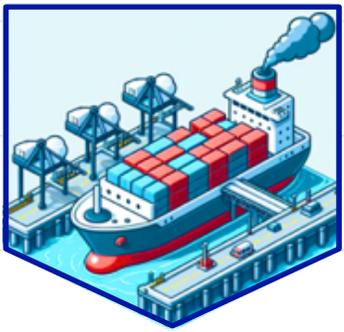
SNAP is a proprietary framework of TNCA. Use it, not teach it

- robust enough to be applied to all coaching contexts.
- created with principles and philosophies from many different faculties of Mind science, positive psychology, Appreciative coaching, and adult learning theories
- moves sequentially, but not in reverse.
- Certain milestones, need to be achieved at each stage, before proceeding

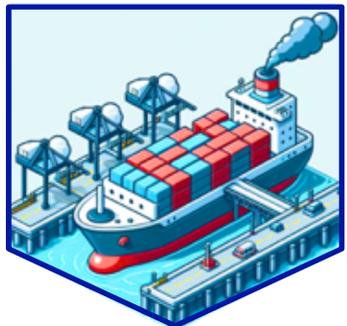


SNAP – The Ship's voyage to its True North.

A Metaphorical Framework helps practitioners to visualize the coaching process and take a step by step approach to a coaching conversation



SNAP a Ship's voyage to its TRUE NORTH



The ship navigating the vast ocean mirrors the journey of a client through life—sometimes calm, sometimes tempestuous, and often unpredictable.

Yet, life invites us to sail into uncharted waters, testing our resilience, seeking out new horizons, and embracing the courage to discover who we truly are.

Like the ship, the client is a free spirit, ever in search of adventure, yet living a life of purpose, wandering but never truly lost—guided by an inner compass that steers through the unknown.

Just as the ship finds its port, so too does the client, eventually discovering their answers, guided by the journey itself

SNAP Coaching Framework will help TNCA practitioners to navigate the complex and multifaceted discipline of coaching with purposefulness. It provides a structured approach to understand what to do and why, while maintaining flexibility to adapt to various contexts and situations

S



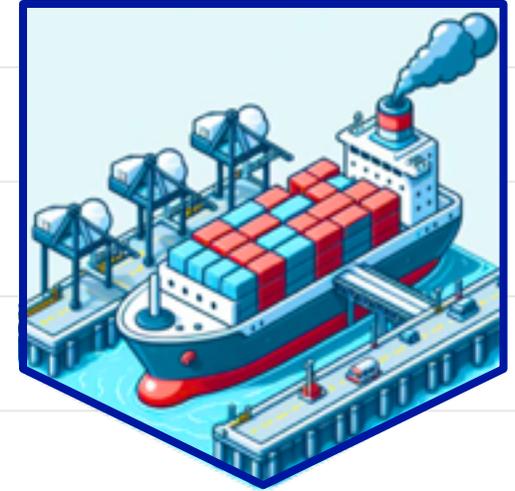
N



A



P



SAIL

- *Mine the mind*
- The Coach seeks out the thinking process to crystallize what's useful

NAVIGATE

- *Define the direction*
- The Coach broadens the thinking using internal compass

ANCHOR

- *Refine the intention*
- The Coach deepens the thinking for insights & discovery

PROGRESS

- *Align discovery with actions*
- The Coach designs next steps to power the new insights for accountable actions

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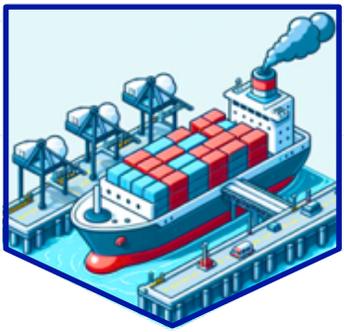


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SAIL

- **Mine the mind**
- The Coach seeks out the thinking process to crystallize what's useful

S – Setting sail – SITUATION

- S –Setting Sail – Client shares their Situation and context. It has all descriptions of what's working well and what's not.

What Coach does ?

- Coach listens to Client's narrative.
- Identifies the Core Narrative
- Coach asks a few questions to sift the useful content. Tunes in and out
- E & I are scanned. The Content is mined for further exploration.

What's the result ?

- Client feels heard and understood. The client may share the (small) a of their life.

HOW OF S?

Purpose : To crystallize, what's useful & share what Coach heard, so that client heightens from situation to mindfulness.

- AWE , TMM Question
- Positive Inquiry
- KP – KP – KP
- Essence
- What are we exploring today ?**

SMALL a – emerges

N

N – Navigate the waters – Navigate with Internal Compass to get to the core.

What Coach does ?

The Coach broadens the current thinking by enquiring on the meaningfulness and significance of (small) a. The Compass stimulates the introspection. The thinking is broadened from situational goal & it's immediate concerns to deeper desires and life purposes.

Coach connects the a to A to Refined a or asks Client to share the connection.

What's the result ?

- Refined a begins to emerge. The thinking is broadened and what I want is elevated to what I really want and why?



HOW OF N?

The purpose – broaden the thinking to get to the core of the agenda.

The Refined a needs to emerge

Meaning of words (verbs, adjectives, adverbs, ambiguous words and phrases)

What makes [SMALL a] important now?

What is the future impact of [SMALL a] for you

What is so meaningful about this exploration of SMALL a – optional

What is getting clearer so far; in order to get to {small a}?

The response is REFINED a.

NAVIGATE

- Define the direction
- The Coach broadens the thinking using internal compass

NAVIGATE

Use internal compass **BROADEN THINKING ON small a**

- Meaning Q on Verb, Adjective, Adverb, Ambiguous words.
- What makes [small a] important now?
- What is the significance of the [small a] , now and impact for future
- What is so meaningful about this exploration?

So I hear you say **Kp Kp-**

- What is getting clearer so far (in order to get to {small a} ?
- Answer you get will be same small a **OR** clearer/ sharper small a **OR** a new Perspective /thought connected to small a
- This is called a Refined a – Use it on **S A M E**

A



ANCHOR

- **Refine the intention**
- The Coach deepens the the thinking for new understanding - insights & discovery

A – Anchor the client's mind, to refine the intention

What Coach does ?

When the client drops the anchor, they pause and deepen their understanding. Refine what needs to be shifted in their perspective or attention that will enable them to get their small & refined a and fulfill their (Big) A needs.

What's the result ?

To deepen and nurture the new intention & insight

HOW OF ANCHOR ? Purpose is to use S A M E to hold space for real transformation and insights
Can use on verbs, adjectives, adverbs for sharpness

Shift, Attention, Matters, Enablers ON REFINED a; - ONLY 2

S - shift

A - Attention

M - matters most, most significant, must happen

E - Enabler, empowering, (disabler)

A



SAME – Acronym to remember for refining the intention on refined a

Shift, Attention, Matters, Enabler

ANCHOR

- *Refine the intention*
- The Coach elevates the insights using powerful inquiry

- *S* – shift in Perspective, viewpoint, values, approach
- *A* – Attention, focus, align
- *M* – matters most, most significant, must happen,
- *E* – Enabler, empowering, (disabler)

P



PROGRESS

- *Align discovery with actions*
- *The Coach designs next steps to power the new insights for accountable actions*

P – Progress – Align the new learning, insights and discoveries with new actions for growth

- *Elevate the thinking to the next level by eliciting insights and discoveries*
- *Ask for NEW learning about self and situation*
- *Check how has the conversation helped with (small) a*
- *Client needs to reveal new progressive actions, with resources and accountability*

How of P ?

Purpose is to give more power to the insights, so that new insights lead to new actions. They are revealed with committed and accountability

- *What are you discovering/ learning/ with this shift?*
- *What new actions would now be useful to take?*
- *What resources do you need to take them?*
- *Who can help? How can I help?*
- *How will you be accountable to these actions ?*
- *Anything else ? Are you ok to close this session ?*

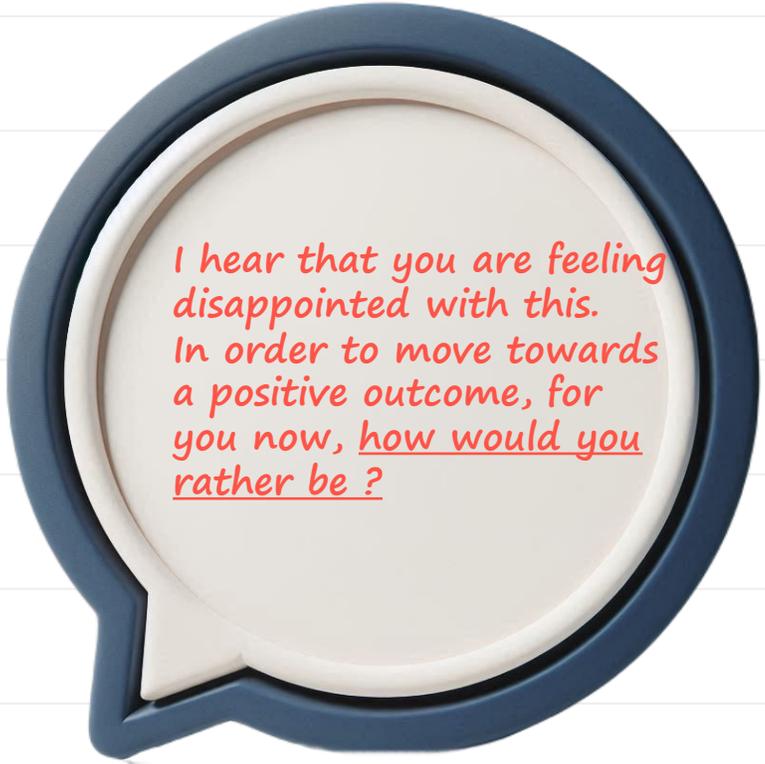
Positive Inquiry for Mindset Change

Our questions can shape the outcome of a coaching conversation

*Step 1 – I hear, you were (loss frame)
...How are you feeling about it NOW?*

*Step 2 – (if still loss) Empathize or
Acknowledge the loss frame / negative
mind state/Flip if “don’t want LF*

*Step 3 – “In order to move towards
a positive outcome for you NOW –
How would you rather be?”*

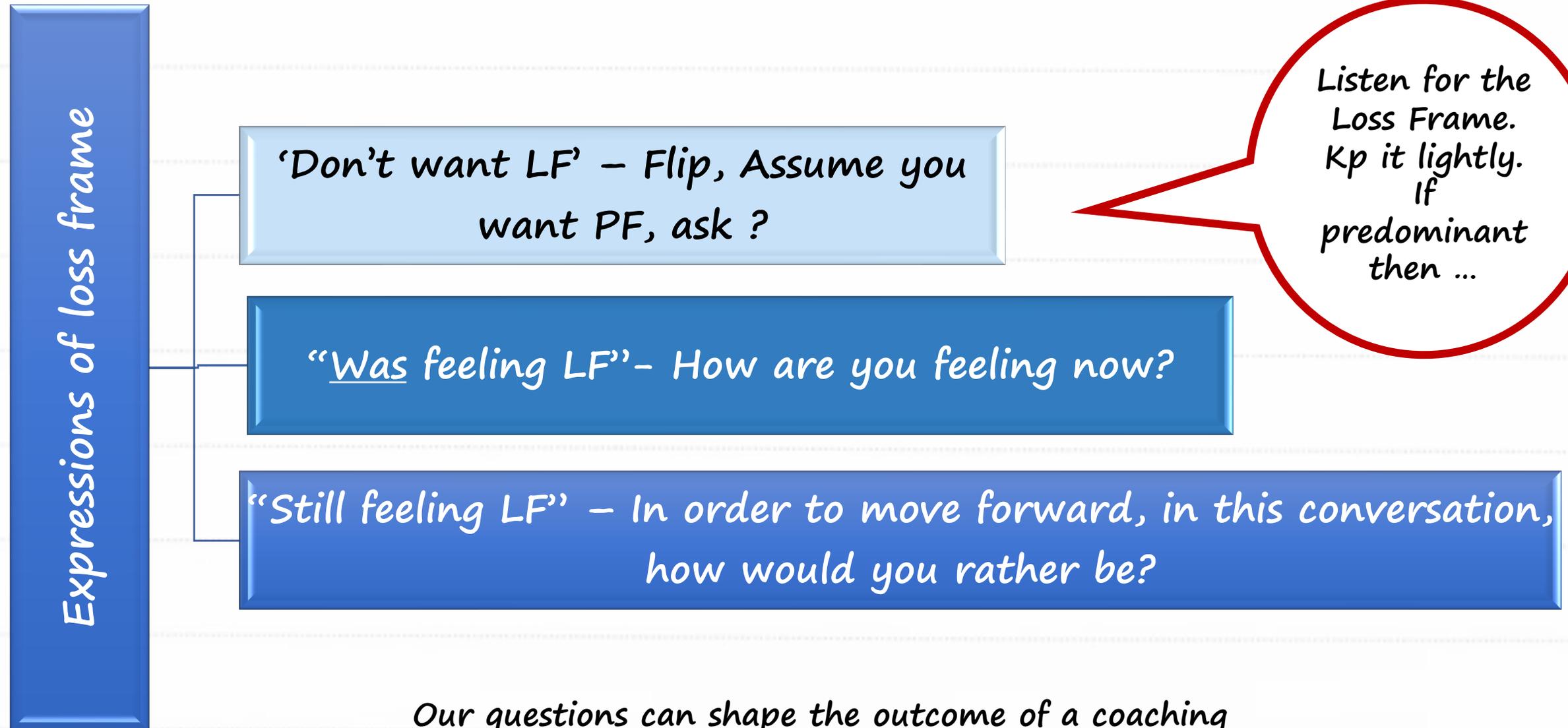


*I hear that you are feeling
disappointed with this.
In order to move towards
a positive outcome, for
you now, how would you
rather be ?*

Move the mind to POSITIVE AGENDA



Dealing with LOSS FRAME Mindset



Our questions can shape the outcome of a coaching conversation. Move the mind to **POSITIVE AGENDA**

S



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A



P



SAIL *seek out what's useful*

- KP – KP – KP
- Essence
- AWE Question
- PI – if reqd
- What are we exploring today?

Get Client to articulate Small a

- Confirm it

Revised

NAVIGATE *Use internal compass, broaden thinking on small a*

- Meaning Q
- What makes [small a] important now?
- What is the significance of the [small a] , now and impact for future
- What is so meaningful about this exploration
- *Get Big A – park it*
- So I hear you say Kp Kp-
- What is becoming clearer now?

Get Refined a

Revised

ANCHOR *Deepen the understanding – on refined a Shift, Attention, Matters, Enablers (Can use verb, adv, adj to make inquiry sharper)*

S – Shift –What needs to shift in your perspective ?

A – Attention, focus – What needs your attention ?

M – Matters most, most What matters most to you here?

E – Enabler, What will enable you to get [] ? OR What's the disabler here?

Get Insight

PROGRESS *Align discovery with actions*

- What are you discovering/ learning/ with this shift?
- What new actions would now be useful to take?
- What resources do you need to take them?
- Who can help? How can I help?
- How will you be accountable to these actions ?
- Anything else ? Are you ok to close this session ?

Actions

Examples of small a to refined a

Small a

- I wish to design a new way of brainstorming ideas in the team, so all can feel included.

Broaden

- Meaning Q - Design, Importance of design, Future impact of design, and meaningfulness of new design

Refined a

- *What is clearer?* - I must include everyone in the making of this design OR I want to make this a regular process or same small a

- I must develop the habit of being appreciative all the time

- Meaning Q - Develop, Importance of this new habit, Future impact this habit, and meaningfulness of habit of appreciation

(it's not exploration of appreciation, but habit)

- *What is clearer?* - It's useful in personal life too OR I want learn the language of appreciation OR same small a

- I want to make a choice between this new opportunity or stick to the old one.

- Meaning Q - make Importance of making this choice, Future impact of making this choice , and meaningfulness of it.

(it's not exploration of opportunity, but choice)

- *What is clearer?* - It's very critical decision OR I want to understand what I need most OR I need to analyse my needs first I OR same small a