

# Changing the Conversation

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## What is Coaching:

“The coach works with clients to achieve speedy, increased and sustainable effectiveness in their lives and careers through focused learning. The coach’s sole aim is to work with the client to achieve all of the client’s potential – as defined by the client”

(Rogers 2004 p7)

## What do you need to be good at coaching?

A good coach needs to master:

- Listening
  - Language, tone, tempo, volume, inflections
- Observing
  - Body language, gestures, eye movement
- Questioning
  - What, Where, How, When, Who, Which
- Self-awareness
  - Awareness of their values, beliefs, interests, agendas – achieving a none judgmental state
- Building rapport
  - Trust and commitment

## Rapport Exercise

This is a simple activity that you can use with students to raise their awareness of effective communication skills. Some questions you can consider after this exercise are:

- Which role did you play?
- What did you notice?
- How did you feel?
- Have you felt this way before in conversations?
- What did you notice then?

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## What V Why?

One of the simplest ways to change your conversation is to use What instead of Why?

How do you feel when these questions are directed at you?

Which one makes you think more about your response?

This often a difficult change of the academic community to engage with as our research can often focus on the Why?

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## Listening for patterns

One of the skills a coach uses is to listen for patterns in the language the client uses. This is not about the content of the conversation, but about the nature of how the content is delivered. Some of the things we look for are:

- Negative words – don't, can't, won't, shouldn't.
- Away from/avoidance statements – I don't want to do presentations any more.
- Past tense – It's always been like that, when I did that.
- Focus on others – They say I should, I'm expected to by my friends,

One way to counteract this is to return the statement as a positive, client-centered, future focused action.

Defining a goal:

- I don't want to be doing everything just before the deadline.
- You want to have everything finished before the deadline.

Removing the limiting belief:

- Everyone thinks I'm no good at organising my time, I don't know what to do.
- If you knew you could organise your time what would you do next?

It is important here to reflect back the clients language. Think of some common negative statements you have heard. How could you re-word them to be positive, moving towards action and future focused?

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## Resources

Further resources can be found on the **Coaching to Learn** wiki:

<https://pc3coachingtoolkit.pbworks.com/w/page/52091926/Coaching%20Toolkit>

## Literature:

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