

# The Coaching Journey

by Joan Romano

## Listen

focused, mindful, intentional

- Gain respect
- Establish trust and rapport
- Ask for details
- Encourage stories

“Could you tell me more...”

“Tell me what you mean by...”

“Could you give me an example...”

## Express Empathy

relating, understanding, caring

- Recognize and validate
- Restate for clarification
- Communicate the desire to understand
- Be comfortable with silence
- Be sure the coachee feels heard and respected

“Let me make sure I understand...”

“In other words...”

“It sounds like...”

“Could it be that what you are saying is...”

## Ask Questions

explore, uncover, reflect

- Imagine the best of what might be
- Explore competing commitments
- Weigh pros and cons
- Invite possibilities
- Ask, don't tell

“What might happen if...”

“How would it look...”

“What is the impact of...”

“Would you like more information...”

## Take Action

identify, design, activate

- Brainstorm ideas
- Co-creative process
- Select an idea (or two) to move forward
- Develop a goal
- Create a plan

“Others have tried...”

“Tell me your next steps...”

“What new was of being are you willing to try...”

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