

Coaching Skills

Bookending Technique

Before sharing anything...tools, worksheets, techniques, information, or observations, **always ask the client for permission** using the following 'Bookending' method, a term we use at the iACTcenter to remember how to ask permission to share in coaching. The bookends? Request permission and, after sharing, direct the conversation back to the client.

How to Bookend: A, B, C

01: Asking permission from the client to share your thought.

02: Sharing the observation as briefly as possible.

03: Redirect the focus back to the client with a question such as:

- How does that come across to you?
- What is it like for you to hear that?
- What comes to your mind?
- What is true about that for you?

Paraphrasing

Paraphrasing is another foundational coaching skill, which means to 'state something written or spoken in different words, especially in a shorter and simpler form to clarify the meaning'. Paraphrasing is the art of reflecting or restating 'the essence' of what the client said briefly, **in the coach's own words**, without changing the intention of the client's words.

Example:

"So what I'm hearing is that you felt overwhelmed when your boss criticized your work, and you're unsure about how to improve."

Summarizing (Reflection)

Summarizing is the coach **repeating the client's own words**, demonstrating to the client that the coach is listening, and allowing the client to review and consider what they just said in their own words, which often evokes new and deeper thinking.

Summarizing needs to be just that – a summing up. It is not an interpretation by the coach or something filtered through the coach's own judgment and presented back to the client without their input.

Example:

"It seems that you have identified problematic relationships with two others in your team – have I got this right?"

Matching and Mirroring

The purpose of mirroring in communication is to show the other person that you understand what they're saying and how they're feeling. Mirroring starts with focusing on the client's emotions, message, and mood as a coach, then showing that we're listening and hearing them. Mirroring can work in face-to-face conversations, over the phone, or via Zoom.

Types of Mirroring or Matching in Coaching

- Modality
- Match Keywords
- How They Say It
- Body Language
- Emotions

You get "coaching points" for being wrong, so take a chance!

Example:

if a client speaks slowly and softly, the coach might adjust their own speech to be slower and softer. If the client leans forward and gestures with their hands, the coach might also lean forward and use similar hand gestures. This technique helps to build trust and makes the client more comfortable, seen and heard!

Reframing

Reframing is a technique where the coach asks questions or makes a statement that helps the client see obstacles, situations, limiting thoughts or feelings from a different perspective. Reframing aims to shift or enable perspective towards one that is more empowered, expanded, or helpful.

★ **What Reframing is Not:** Reframing is not about pretending everything is great or even okay for the client. Instead, it invites curiosity and more varied ways for clients to consider their circumstances and new ways to meet the challenges.

Example:

"Instead of only seeing this as a failure, what if we look at it as a learning experience that can propel you forward, what do you see then?"