



Essential Coaching Skills & Boundaries

Creating a Safe Environment

Unconditional Positive Regard

- Building Rapport
 - Eye Contact
 - Mirroring
 - Finding commonalities
 - Find something to like about your client
- Active & Reflective Listening
- Being Nonjudgmental
- Acceptance
- Using Caring Habits
- Appreciating Difference
- Observe Confidentiality and explain its limitations
- Avoid Arguing, Criticizing, and Blaming
- Cultural Competence
- Be Genuine
- Model your approach (InsideOut Empowerment™)
- Help clients recognize and identify their strengths
- Focus on a client's progress, rather than lack of progress
- Accurately assess client motivation
- Discriminate between perceptions that are helpful and those that aren't, while assisting clients to transform the unhelpful ones to helpful
- Demonstrating the correct balance between support and challenge

Organizing

- Gathering information
 - What is/are their goal(s)?
 - What have they done to obtain their goal so far?
 - What worked and has not worked in trying to obtain their goal?
 - What has been stopping them from achieving their goal?
 - When do they want to achieve their goal by?
 - Helps client recognize the benefits in seemingly “negative” situations

Goal Setting

- Simple
- Measureable
- Attainable
- Makes sure the plan is the client’s
- Provide client with at least three options
- Follow the 9 Elements of an Effective Plan

Providing Feedback

- Asks effective self-evaluation questions.
- Help clients focus on the areas that required attention
- Nonjudgmental
- Did they achieve their goal?
 - If not, what stopped them from achieving their goal?
 - Hold clients accountable for the commitments they make
 - Go back to goal setting
 - If yes, what is the next step?
 - Go back to goal setting or if final step termination

Boundaries

- Maintain Confidentiality
- Challenge clients to leave the past in the past and focus their energies on being in the moment and planning for the future
- Sexual or Romantic Relationships with Clients
- Counseling Clients (refer them)

- Dual Roles
 - Refrain from Receiving Significant Gifts
 - Do not do business with a client
- Refer Clients with whom you are not Competent in Meeting their Coaching Needs
- Suspend services when clients are not ready for change.