



THE COACH APPROACH

THE COACH APPROACH OVER THE HOLIDAYS

Webinar

Hosted by Coach Approach Partners



Welcome

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- ❑ How have you used The Coach Approach over your Thanksgiving holiday?
- ❑ What would you most like to come away with by the end of today?





Coach Approach Skills



Presence and Centering

Listening

Clarifying

Asking Good Questions

Feedback

Creating Accountability

Modeling Behavior



60 Seconds on Psychology *Happy Holidays*

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“Repetition Compulsion” (*Freud*) - psychological phenomenon in which a person repeats an event or its circumstances over and over again. This includes reenacting the event or putting oneself in situations where the event is likely to happen again.



Familiarity Breakdowns

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- ❑ Breakdowns can happen in situations that are most familiar to us.
- ❑ NHTSA reported that 25% of all car accidents occur within a mile of home, 52% occur within 5 miles of home, and 69% of accidents happen within 10 miles of home.
- ❑ **We are naturally less present when we are more familiar with our surroundings!**





VUCA at Home

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- ❑ The breakdowns can also happen in our relationships when we fall into patterns
- ❑ We imagine that we know what's best for others because we know them, but we forget about the VUCA reality that exists even at home
- ❑ Sometimes we are more aware of our own changes than the changes of others
- ❑ We can affect another person's SCARF in ways we didn't mean to when we operate under old assumptions



Mindfulness



Mind Full, or Mindful?



Holiday Coach Approach



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- ❑ With so many obligations, make sure you take care of yourself and give yourself time to be present in the moment. This will help you turn your reactions into responses.
- ❑ Familiar circumstances make it easy to fall into old habits
- ❑ This is a great opportunity to ask clarifying questions



Coach Approach Tips

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- ❑ Clear Requests, Offers, and Commitments
- ❑ “What can I help you with?” or “How can I help you?” (instead of “let me help you with that”)
- ❑ Manage Responsibilities – who can you ask for help?
- ❑ Asking for support – what will you need for support if something goes wrong?





Requests

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“We want the future to unfold in a different way than it seems to be heading by itself, and in order to put things in action...we make a request”



- ✓ It is especially important to have a conversation before you make your request
- ✓ Authentic requests are questions – “no” is an acceptable answer to a request
- ✓ Understand if they accept or reject your request
- ✓ If the request is rejected, ask what they can commit to instead
- ✓ Be sincere in what you're asking for, and declare your satisfaction when the request is delivered



Offers

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Offers are made to address concerns by providing support

- ✓ “How can I support you?” is a general offer of support
- ✓ You can be specific with your offer to be clear about what you’re willing to do
- ✓ Just like requests, we must allow room for others to reject our offers, and be open to their requests about how we can support them
- ✓ Offers can quickly become commitments!





Commitments / Promises

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You are making a commitment whenever you say you will do something (whether you realize that or not!)

Commitments are to be taken seriously – imagine you're "under oath"

Commitments should be clear, actionable, and as precise as you can make them

Whether we keep or break commitments impact:

- Trust
- Relationships
- Success
- Self-Esteem

So if we need to break a commitment we need to acknowledge, apologize, repair





Closing Discussion

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- ❑ How would you like to use The Coach Approach over the holidays?
- ❑ What outcomes would you like to see from using The Coach Approach?
- ❑ What obstacles might prevent you from showing up the way you want to this holiday season?
- ❑ Who can you get support from that would make your commitments easier?

