

# ELCA Level 1 Coach Training Summary & Questions Toolkit

## WHAT IS COACHING?

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- The ICF's Definition

- "...partnering with clients in a thought-provoking and creative process that inspires them to maximize their personal and professional potential."



## COACHING OUTLINE

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### Beginning the coaching session:

Make it a "safe" place  
What would you like to be coached on?  
Tell me more...  
What would you like to walk away with?



### During the coaching session:

Listen. Don't fix.  
Ask questions rather than tell.  
Let them lead. Don't do the work for them.  
Allow for silence.



### Ending the coaching session

Summarize Learning and Insight  
Designing Actions  
Support  
Accountability  
Close the Session



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**Evangelical Lutheran Church in America**  
God's work. Our hands.

# EIGHT COACHING SKILLS

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- Establishes the Coaching Agreement
- Listens Actively
- Utilizes Powerful Questioning
- Facilitates Client Growth
- Cultivates Trust and Safety
- Maintains Presence
- Uses Affirming Language
- Evokes Awareness

4 Essential Skills

Dress it up  
Make it Masterful

## ESTABLISHES THE COACHING AGREEMENT

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### — The initial coaching agreement.

- Focus – “What do you want to focus on today?”
- Explore – Further clarification of the focus
- Takeaway – “What do you want to ‘take away’ from our session today?”



# ESTABLISHES THE COACHING AGREEMENT

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## – The evaluation process – during the session, a “check in.”

- Are we headed in the right direction?
- Based on the new information you’ve just discovered, what’s the emerging vision?
- How are we doing?
- Let me check in with you.....



# ESTABLISHES THE COACHING AGREEMENT

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## – The final check in – usually near the end of the session.

- You said that in this session you wanted to...
- How did we do in reaching your desired outcome?
- Invite them to explore their progress toward their goal
- Determine next steps



# UTILIZES POWERFUL QUESTIONING

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## What makes a question powerful?

- Directly Connected to Deep Listening
- Brief
- Free of any Hidden Agenda
- Usually Open-Ended, promoting further conversation
- Not Stacked
- Benefits the one we are coaching
- Clarifying
- Perspective-Shifting
- Make the client feel heard and special

# UTILIZES POWERFUL QUESTIONING

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## Some Powerful Questions

- What do you really, *REALLY* want?
- Who can help you with this?
- What's the simplest solution?
- What's past this?
- What's the pay off of not taking action?
- On a scale of 1 to 10, how would you rate...?



# FACILITATES CLIENT GROWTH

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## Brainstorming Different Perspectives and Options

- ▶ Seeing the same thing DIFFERENTLY.
- ▶ Being open to a full range of options.
- ▶ Moving up to the balcony for a different view.
- ▶ Resisting the urge to do the same thing over and over again.



# FACILITATES CLIENT GROWTH

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## Summarize Learning and Insight

- ▶ What did you learn in this session?
- ▶ What will be different as a result of this session?

# FACILITATES CLIENT GROWTH

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## Designing the Action

(Working the Gap)

- What are the steps needed to *close the gap*?
- Baby Steps/First Steps
- What's the simplest step?
- What do you want to be able to say 30 days from now?
- Who can help you generate more ideas for next steps?

# FACILITATES CLIENT GROWTH

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## Support

- Who can support you?
- What resources do you need to move forward successfully?
- What will you report back to me the next time we meet?





# FACILITATES CLIENT GROWTH

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## Accountability

- When will you accomplish this?
- Who can help you be accountable?
- What will keep you on track?
- What are potential barriers?
- How do you usually get derailed?
- I'm very interested in your progress. How might be a way that you could let me know of your progress?



# FACILITATES CLIENT GROWTH

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## Closing the Session

- Celebrate the client's progress and successes
- What else needs to be addressed today?
- Good time to pull things together?
- How would you like to close?
- Next session?



# CULTIVATES TRUST AND SAFETY

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- Understand and respect our clients for who they are:

- Identity
- Environment
- Experiences
- Values and beliefs
- Perceptions
- Style and language
- Feelings, concerns, suggestions

No Judgment  
No Biases

# CULTIVATES TRUST AND SAFETY

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- Acknowledge and support the client's expression of feelings, perceptions, concerns, beliefs.
- Inviting the client to respond in any way to the coach's contributions and accepting the client's response.





# MAINTAINS PRESENCE

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- Coach is 100% present to the person being coached.
- Coach is listening 80% of the time versus speaking 20% of the time.
- Curiosity and interest are present.
- The coach doesn't treat the person as someone who needs to be fixed. (NCRW)
- The coach taps into the strengths of the client.
- The coach partners with the client to choose what happens in the session.
- The coach acts in response to the whole person of the client (the Who)

# MAINTAINS PRESENCE

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- The Coach
  - Manages their own emotions to stay present with the client.
  - Listens and observes to really “get” the other person.
  - Takes care of themselves.
  - Quiets themselves prior to each coaching session. **How you show up matters!**
  - Is comfortable working in a space of not knowing.
  - Creates or allows space for silence

# USES AFFIRMING LANGUAGE

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## Our Words & Body Language Should Be:

- Judgment free.
- Free of assumptions.
- Free of agenda.
- Free of negative inflections.
- Open and safe

# USES AFFIRMING LANGUAGE

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- **Inquire about** or **explore** the words and phrases your client uses
- **Listen** for words that help your client learn and describe their values
- Pay particular attention to their **metaphors, analogies, stories, quotes**

- What would it take for you to see others as an “A”?
- How different would your relationship with people be if seeing others as an “A” were the norm?

# USES AFFIRMING LANGUAGE

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- **Matching of words and language**

- When would you match words and metaphors used by the person you are coaching?
- When would you introduce new words or phrases?
- When would you intentionally change the pace or pattern?



# EVOKES AWARENESS

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- Ask questions that help the client explore beyond current thinking (Powerful Questioning)
- Asking questions about the client, such as their way of thinking, values, needs, wants, and beliefs
- Using silence, metaphors and analogies (Affirming Language)
- Supporting the client in reframing perspectives
- Uncovering fundamental beliefs and assumptions (Including limiting beliefs)



Well done, good and faithful  
servants!  
Coach on and serve the Lord!



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