

# Coaching Skills Program

VERSION 4, 9/01

## PROGRESS CHART

Date	Points (+/-)	Score

## COACHING SKILLS PROGRAM 100-POINT CHECKLIST

#	SECTIONS									
	A	B	C	D	E	F	G	H	I	J
10										
9										
8										
7										
6										
5										
4										
3										
2										
1										

GIVE YOURSELF CREDIT AS YOU GET POINTS FROM THE 100-POINT PROGRAM. FILL IN COLUMNS FROM THE BOTTOM UP.

This program consists of 100 coaching skills grouped into 10 areas, which are:

- A. Listening
- B. Discernment
- C. Sharing
- D. Creating
- E. Identifying Distinctions
- F. Messaging
- G. Requesting
- H. Managing
- I. Shifting
- J. Client Results

This program is used by:

- Professional Coaches trained by Coach U
- Companies training their managers
- Coaches who are mentoring other coaches

This is a checklist and outline of the coaching skills we feel that all coaches should have. This is designed to be used in conjunction with Coach U certification programs (or licensed variant) and/or with a coach who's been trained to mentor. This program is owned exclusively by COACH U, INC. and any adaptation or use requires licensing and royalties.

*NOTE: The word "client" is used to describe the person who is being coached. In the Corporate environment, you may wish to use the term staff, person or manager.*

**Instructions for this program are on the last page.**

Developed by the staff, trainers and participants of

# COACH U, INC.



## A. LISTENING

Great coaching can't happen until the Coach is able to hear **everything**, whether spoken or not. Two things are required for the Coach to be an extraordinary listener: Training on the 100 things to listen for and having 80+ on the Personal Foundation program. Why the latter? Because, with a lower score, the Coach is hearing his/her own reactions or needs, not what the client is really saying.

When the coach listens well, the client feels heard, respected and "gotten" which creates a stronger bond between the parties allowing for rapid growth and problem-solving.

### B I A 10 THINGS A MASTERFUL COACH DOES

- Picks up on the tone as well as the words.
- Hears what's not being said and what is.
- Knows the 100 symptoms in Module C6.
- Sees where the client is coming/listening from.
- Hears under/overstatements, misrepresentations.
- Is truly listening vs getting ready to respond.
- Listens for Values, Strengths and Gifts.
- Listens for vs listens to.
- Can be quiet for minutes at a time. Creates a gap.
- Listens for possibility, not just circumstances.

\_\_\_\_\_ Number of "A" boxes checked (10 max)

## B. DISCERNMENT

Discernment means that the Coach must "translate" what he/she hears and then assess accurately who the client is really, what's really going on and what the client really wants. This takes time and practice to be able to peg clients quickly, but it's worth it. After all, the client engages the Coach to save them lots of time.

When the Coach discerns well, the client can focus on what's going to make the biggest difference right now. This valuable perspective is what the client needs to grow.

### B I A 10 THINGS A MASTERFUL COACH DOES

- Recognizes the Critical Needs of the client.
- Hears the Tru Values just waiting to be expressed.
- The Coach is aware of how she/he is reacting to client.
- Sees the underlying problem vs just the symptom.
- Sees the client's strengths, not just weaknesses.
- Accurately pegs who the client really is.
- Sees what's lacking, immediately.
- Recognizes Accountability Deferment Tactics and other defenses.
- Gets what's most important to that client right now.
- Recognizes where client is on Path of Development.

\_\_\_\_\_ Number of "A" boxes checked (10 max)

## C. SHARING

The client wants and needs the Coach's observations, ideas, questions, perspectives, reactions and thoughts. The trick is for the Coach to share all of these without overwhelming or "jamming" the client, who may need and want to hear it all, but we're all human, right? and have our limits.

When the Coach shares well, the client is grateful and empowered, not disturbed or hurt.

### B I A 10 THINGS A MASTERFUL COACH DOES

- Is unconditionally constructive when sharing.
- Says everything that needs to be said, even if difficult.
- Shares simply, make the point vs rambling on.
- Knows the meaning of his/her share.
- Comes from the place that the client is "right."
- Knows, uses the 100 Inquiry Questions.
- Knows, uses the 100 Prompting Questions, Segues.
- Always speaks "charge neutral," vs up or down.
- Fearless in asking questions, yet doesn't pepper.
- Ask questions for the client's benefit, not coach's.

\_\_\_\_\_ Number of "A" boxes checked (10 max)

## D. CREATING

One of the joys of coaching is that both parties get to make things happen that weren't there yesterday. Whether it's designing a life plan, a series of goals, starting a business, personal or professional development, the creation phase of coaching is often the most exciting.

When the Coach creates well, the client sets goals which are reached easily.

### B I A 10 THINGS A MASTERFUL COACH DOES

- Helps client to set only goals which empower.
- Helps client see possibility where none existed.
- Works with client to become self-responsible.
- Co-creates a do-able plan of action, with milestones.
- Helps client eliminate the blocks to reaching goals.
- Strengthens Personal Foundation to free up "space."
- Helps client create a Personal/Business Vision.
- Works with client to get ahead of the train.
- Helps client create "who" vs merely "what" goals.
- Holds the vision when the client is unable.

\_\_\_\_\_ Number of "A" boxes checked (10 max)

### E. IDENTIFY DISTINCTIONS

*Distinctions are subtleties of phrasing which add power and richness to one's life. Humans continually distinguish; the coach accelerates this process and brings the client up to full awareness and facility with Truth.*

*When the Coach identifies distinctions well, the client sees more, is freed up with Truth and shifts his/her approach to get more of what they need and want.*

**B I A 10 THINGS A MASTERFUL COACH DOES**

- Gives phrasing for what client can only sense.
- Knows the Coaching Distinctionary well.
- Gives client a greater vocabulary as a tool to use.
- Knows and uses business distinctions.
- Knows primary developmental distinctions.
- Identifies distinctions without making client feel stupid.
- Matches the right distinctions at the right time.
- Doesn't use distinctions as the answer, weapons.
- Able to create new distinctions well, on-the-spot.
- Trains others to identify distinctions well.

\_\_\_\_\_ **Number of "A" boxes checked (10 max)**

### F. MESSAGING

*There are several hundred Life Principles, which make life easier and more rewarding. The trick is, many people have never been exposed to these helpful concepts until the coach comes along. We call the sharing of these principles, messaging. That is, the Coach makes a strong point, which is understood, gotten and accepted by the client because it's True.*

*When the Coach messages well, the client learns and grasps concepts more quickly. and is naturally motivated to action.*

**B I A 10 THINGS A MASTERFUL COACH DOES**

- Knows, shares coach's Universal 10 Messages.
- Creates messages, which motivate and inspire.
- Creates messages, which are New Truths, not clichés.
- Matches the message to the moment.
- Creates, shares messages that fit, on the spot.
- Speaks in messages most of the time.
- Doesn't use messages as a way to "be right."
- Trains others to use messaging skill.
- Knows the 20 Universal Laws.
- Doesn't take messages too seriously; they're a tool.

\_\_\_\_\_ **Number of "A" boxes checked (10 max)**

### G. REQUESTS

*An essential part of the Coach's job is to ask for a lot of his/her clients. In fact, one can't coach well without being a powerful requester.*

*When the Coach requests powerfully, the client is challenged to do, be and have more than they would have done otherwise. The Coach often earns their fee by the requests they make.*

**B I A 10 THINGS A MASTERFUL COACH DOES**

- Asks for more than client would normally have done.
- Makes it a binding inquiry, not an invitation.
- Makes the request specific, measurable and do-able.
- Waits for a positive acceptance, refusal or other solution.
- Doesn't accept a maybe or weak yes.
- Asks for more than the coach would do if client.
- Helps client create a support structure to get result.
- Makes both action- & results-requests, as appropriate.
- Challenges client to find way to accept big requests.
- Creates goals for client; shares wants for client.

\_\_\_\_\_ **Number of "A" boxes checked (10 max)**

### H. MANAGES

*We're humans, right? That means we need management or we'll slow down, just like a satellite in orbit needs a boost of energy to maintain position. (Blame it all on entropy and inertia.)*

*When the Coach manages well, the Client performs. Remember, the Coach is getting paid for results, not just coaching.*

**B I A 10 THINGS A MASTERFUL COACH DOES**

- Has clients manage themselves mostly.
- Tracks primary goals.
- Keeps client to his/her word.
- Accepts nothing less than excellence and effort.
- Manages client to exceed goal vs just reach it.
- Makes sure client has all they need to reach goal.
- Steps in strongly when client needs support.
- Manages action vs results; manages before the fact.
- Manages client in the way client most needs it.
- Has client report fully and often; follows up variances.

\_\_\_\_\_ **Number of "A" boxes checked (10 max)**

### I. SHIFTING

In addition to results like more money, sales, accomplishments, promotions, etc., the client also wants and needs internal shifts. A shift is a growth step one makes. There are several hundred of these shifts available to us.

When the Coach shifts the client, the client grows from the inside out, thus able to accomplish much more on the outside because they are bigger on the inside. Think of it as a highly advanced version of that old term our parents used on us: Maturity.

#### B I A 10 THINGS A MASTERFUL COACH DOES

- From Unwilling to Willing.
- From Externally-prompted to Internally motivated.
- From Should and Could to Want and Have.
- From Child/Immature to Adult/Responsible.
- From Getting By to Having a Reserve.
- From Minimal Acceptable to Excellence.
- From Frustrated to Fulfilled.
- From Talk, Awareness to Effective Action & Results.
- From Problem Solving to Problem-Free.
- From Dependence/Independence to Interdevelopmental.

\_\_\_\_\_ Number of "A" boxes checked (10 max)

### J. CLIENT RESULTS

Listed below are the "ultimate" changes and results the Coach can help the client to create. Each of these items is more fully developed in the Situational Coaching/Client Typing Module C1.

#### B I A 10 THINGS A MASTERFUL COACH DOES

- From Decent Manager to Empowering Coach.
- From Recovering to Fully Restored From CEO to Leader.
- From Entrepreneur to Successful Business Person.
- From Competent Professional to Expert and Master.
- From Frustrated Artist/Creator to Accomplished Artist.
- From Decent Salesperson to Top Performer.
- From Good Employee to Fast Tracker.
- From Stuck/In Trouble to Fully Turned Around/Able.
- From Lost to Found.

\_\_\_\_\_ Number of "A" boxes checked (10 max)

### Instructions

There are 4 steps to completing the COACHING SKILLS PROGRAM.™

**Step 1: Answer each question.** There are 3 skill levels for each statement. If you have no experience or ability in this area, fill in no squares. If you feel that you're a beginner, but growing, in this area, fill in the square in the B column. If you are comfortable and experienced with this skill or item, then fill in both the B and I squares (the I stands for Intermediate) If you have mastered this skill or item, then fill in all three squares and give yourself a "point" at the end of the section. You don't get point "credit" until you are at the A (Advanced) level for a skill or item.

Be rigorous; be a hard grader. If the item does not apply or will never be true for you, you may fill in the A column and give yourself credit for it. Ask your coach if you're not sure. **Feel free to rewrite or reword up to 5 of the items in this program to better suit you, your needs and your life. This program is a tool and a measure for you to use. But, make it yours.**

**Step 2: Summarize each section.** Add up the number of filled in "A" squares for each of the 10 sections and write those amounts where indicated. Then add up all 10 sections and write the current total in the box on the first page of this form.

**Step 3: Color in the Progress Chart on the first page.** If you have 5 squares filled in the Shifting section (#9), color in the bottom 5 boxes, and so on. Always start from the bottom up. The goal is to have the entire chart filled in. This will indicate how strong your Coaching Skills are. In the meantime, you have a current picture of how you are doing in each of the 10 areas.

**Step 4: Keep playing until all boxes are filled in.** This process takes between 6 months - 5 years, but you can do it!! Use your coach or advisor to assist you. And check back quarterly for maintenance.

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