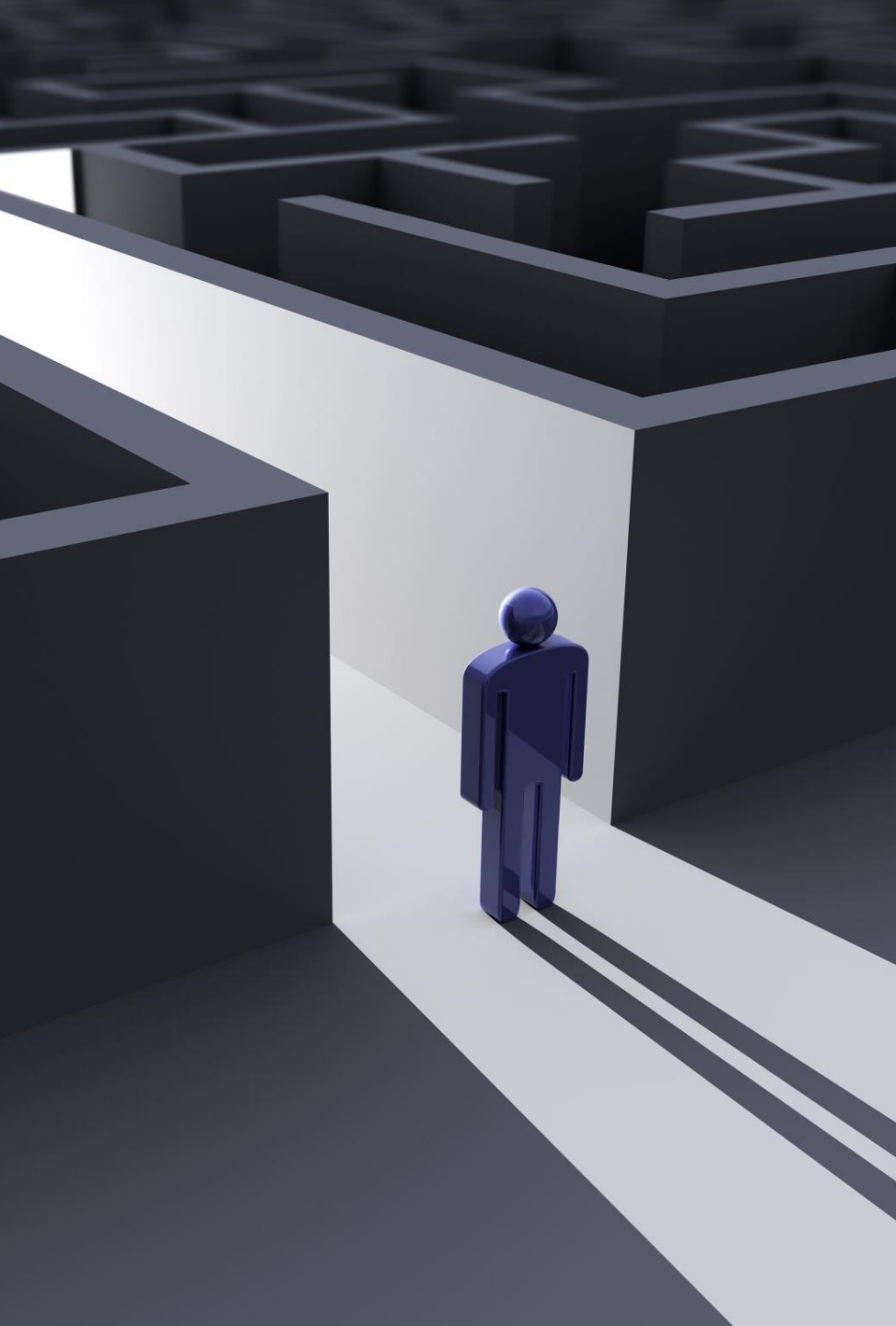


Coaching the Person, Not the Problem

Marcia Reynolds



Chapter 3 – Focus- Coaching the person not the problem

Coaching the Person, not the problem



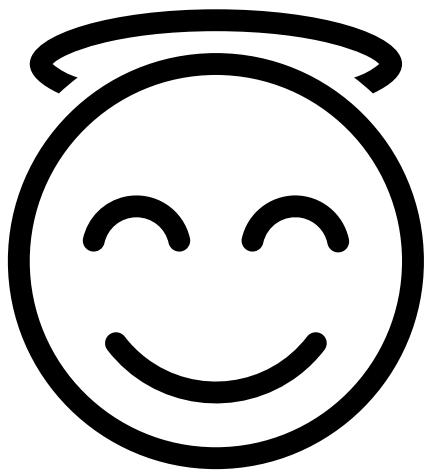
Coaching sessions generally start with clients describing a dilemma they are facing or naming a topic they want to discuss. It's a good place to start



In the coaching session - Client has some experiences to draw from in seeking a resolution to the issue presented, then the focus needs to move away from the external problem and onto the person



Developmental Coaching (expanding clients' perspective) instead of operational (exploring what didn't work and how to fix it)



Role of Coach/Coaching

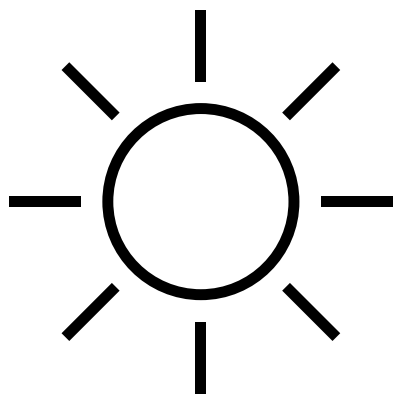
Expand your clients' awareness to see how they might relate to the situation differently

Calmly maintain the balance between caring and patiently staying with the inquiry, they might let go. Generally, this break in knowing is short-lived as the fresh perspective becomes clear

When you coach people to see their blocks and biases instead of sorting through problems and options, discomfort is likely to occur before the breakthrough awareness comes to light

Willingness to challenge clients' thinking, knowing they can cut through the clutter and see the way to a solution with coaching, creates relationships of mutual respect

Coach recognize the urge to give advice when you judge their pool of knowledge and experience as inadequate. Remember clients are creative and resourceful.



Examples of Coaching the person

- “I understand,” I said. “Sounds like you have a conflict about what you should advise them to do as their leader when you don’t know what you will do for yourself. You are committed to being a good leader for them. Would it help to spend time getting clarity on your personal choices?”
- “What is making you stay other than your loyalty to your team and your desire to beat the odds?”



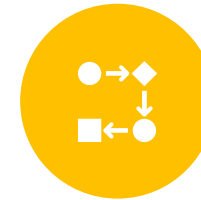
Three Tips for Focusing on the Person, Not the Problem



Let the Client know
you will not be their
advisor; Coach is
there to be the
THINKING PARTNER



Help Client see a way
forward they
couldn't see on their
own



Ease into coaching
by seeking to
discover what
options are possible,
what they have
already tried, and
what they have
considered doing but
didn't

Thank You



SHRINIVAS SATHYA SUSARLA

Disclaimer: 1. This is just a summary; for better understanding highly recommend reading the full book

2. The summary is based on my learning, what resonates with me after reading the book

3. Please excuse for any errors or mis-representation you