Experience Coaching
Coaching Skills for Personal & Professional Enchancement

A Short Introduction

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An Introduction to the Erickson Solution Focused Coaching Model

Learning Objectives

1. To gain an introductory understanding of Solution Focused Coaching Methods.

2. To develop simple yet effective communication tools.

3. To have some working knowledge of how to realistically implement coaching skills into both personal and professional contexts.

4. Discover that learning is fun.

A Definition of Solution Focused Coaching

The Erickson Solution Focused Coaching Model is an innovative approach to guiding others toward achieving goals rapidly. This paradigm involves specific techniques and a philosophy that focuses on people’s resources rather than limitations. These strategies are of practical benefit to anyone involved in any interactive context including management, family and relationships.
“Hello, Let’s Relax”

The deeper we are in a state of relaxation and acceptance with another, the more we create the possibility for powerful conversations to happen. In other words, our emotional state can determine the outcome of any conversation we are about to have. The Erickson Coaching Model reminds us that a conversation begins before the actual talking has started. Knowing how to create this is the key!

Coaching, as a skill set, also maintains the premise that clients are most resourceful when relaxed and at ease. It is much easier for people to create solutions and generate possibilities when in a relaxed or playful state. This may seem obvious, but consider how many day-to-day conversations at work and at home are influenced by emotional stress. Knowing the influence of our neurology helps the coach to work with the client’s most resourceful states.

Asking Powerful Questions

A Definition of Powerful Questions:

One definition of a powerful question is that it engages an individual into a resourceful state of being.

Most of the time we unknowingly lead our friends, colleagues or clients into their non-resourcefulness by having them describe in detail the difficulties and emotions of a current problem or challenge. Using Solution Focused Coaching skills we would engage them into describing what they would rather have instead that would be positive or useful.
The Power of Matching Physiology & Tone In Communicating

Effective communicators instinctively know how to match the physiology and the voice tone and tempo of the individual they are speaking with in ways that are natural and congruent. There are a number of ways this can be created and sustained with clients. Solution Focused Coaching makes use of various methods to do this effectively. Backtracking is one of them.

“People like people who like themselves” - William James

The Power of Backtracking

Backtracking is used:

1. To create trust with another.
2. When you become confused. Confusion is a signal to backtrack.
3. To summarize and recall previously covered information. As the speaker is listening to you backtrack what he or she just said, they may add even more relevant information to the conversation.

Examples of Backtracking Phrases:

- Let me be clear about this...did you say...
- Let me see if I’ve got it right...
- In the past few minutes you said...Is that correct?
- Correct me if I’m wrong, but did you say...?
- So what you are basically telling me is...Is that correct?
- I want to simply backtrack for a moment...
- These are the things that you’ve said so far...Is that right?
- For the purpose of being completely certain of what you said, I would like to repeat your words...
Entertaining Erickson: “Move Over Ann Landers...”

Coaching is about giving another the opportunity to come up with their own insights and solutions. Coaching is not about advice giving. The Coaching Conversation is an Advice-Free Zone.

Coaching Principles to Live by:

There are two presuppositions or principles to inform the way you interact and communicate with another.

- The client (employee, colleague, friend, etc.) is making the best choice possible given what they know.
- The client already has all the resources within them to be a success.
4 Powerful Planning Questions

Effective Coaching and/or communicating means assisting others to create a well-formed goal that is inspiring, motivating, and seems possible.

The Four Great Questions:

1. **What do you want?**
   - If you didn’t have this problem, what would you be doing instead?
   - What would you actually **love** to have happen around this situation?
   - If you could have it any way you’d like, what would you be doing (having) (being)?

2. **How might you get it?**
   - What are some of the ways you have already thought of how you might achieve this?
   - Let’s pretend that it is a week (month, year) from now and you’ve already accomplished this. How did you accomplish that? What were the steps?
   - How did you accomplish something similar in the past? What did you do differently?
3. How might you commit to that over time?

• How might you ensure a long-term commitment to this goal?

• You know your habits, and you probably already know what might detract you from completing this task. What can you do now before you even begin?

• What are some of the ways you might stop yourself? And more importantly, how can you overcome that to maintain momentum over time?

4. How will you know that you’ve got it?

• What would let you know you were successful?

• What would you have to see? What would it look like?

• What would you be saying to yourself? What might others say to you?

• And what would you be feeling, in your body. How would you know this is completed with satisfaction?
Notes
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