

## Sample Coaching Session Flow

This is just a sample coaching session flow with 8 elements. Sessions will naturally twist and turn based on the dance you do with your client, so don't feel that you have to follow a check list and hit everything in order. This is just a guide to help you organize your thoughts and conversations.

1 Opening/Greeting

2 Check in

3 Goal Review (optional)

4 Establishing an Area to Work On during the session

5 Coaching (Motivation, Best Experiences, Challenges, Resources, Strategies, Confidence)

6 Brainstorming with the Client (optional)

7 Goal Setting (optional)

8 Closing/ Setting up next appointment

**1 Opening/Greeting:** Exchange pleasantries

**2 Check-in:** Ask how the client is doing right now "in the moment". Honor whatever feelings and thoughts the client is experiencing. Acknowledging feelings can lead to a more productive coaching session.

Once you've established how they are doing you can move on to goal review or establishing an area to work on during the session.

**3 Goal Review (optional):** If it's a new client or if no goals were set in the previous session the goal review is optional and you can proceed directly to establishing the area of focus for the coaching session.

However, if a client set 1 or more SMART goals in the last session, you can ask if there is a goal they would like to review with you.

During the goal review you can reflect back what you hear about their story and ask questions.

### Reflections

I can hear the joy in your voice.

I can see the pride in your body language

You really enjoyed doing X behavior.

Things just got really busy last week for you.

You really wanted to do X, but you had some family responsibilities come up.

## Questions

- How did accomplishing that goal make you feel?
- What do you think was the key to your success?
- What did you learn about?
- In your mind what was the biggest hurdle to accomplishing that goal?
- Is this goal something that you're still excited about?
- Is this something that you want to continue to work on or are you considering a different goal?

Goal review can be brief or it can take some time and become the area that you will focus on during the bulk of the coaching session. But try to let the client establish the agenda. Coaches sometimes get so focused on trying to solve the client's problems if they didn't have a huge success with their goal. But often people don't want to harp on a past goal if a new area is more pressing in their minds for the moment.

We can give the client autonomy and choice by asking...

Is this the area you want to focus on for today's coaching session or is there another topic that you'd like to focus on?

## 4 Establishing an Area to Work On during the session:

As coaches we want to cultivate autonomy by letting the client set the agenda.

You can do this by asking.

- What would you like to discuss today?
- What's an area of health and wellness that you'd like to experience growth in?
- What would you like to take away from our coaching session today?

Once the agenda is set, then you can begin coaching around that area.

## 5 Coaching: (Motivation, Best Experiences, Challenges, Resources, Strategies, Feelings, Confidence)

Just remember that coaching is listening, reflecting, and asking questions.

You want to ask questions about motivation, challenges, resources, strategies, feelings, and confidence.

You also want to listen for and reflect what you hear and see about all of these areas also.

Note: The list is not exhaustive, and you don't have to cover every area in every session. The list is just there to give you ideas about areas you can ask questions and dig deeper with clients.

Sample questions:

- Motivation: Why is that important to you?
- Best Experience: Tell me about a time when you were in a good groove?
- Challenges: In your mind, what is the biggest obstacle you're facing regard this goal?
- Resources: What strengths do you have that you can draw upon to help you accomplish this?

- Resources: What's available in your community to help you achieve X?
- Strategies: How are you thinking about solving this problem?
- Strategies: What's the first thing you're considering trying?
- Confidence: On a scale of 1-10 how confident are you that you can achieve change?
- Confidence: On a scale of 1-10 how confident are you that you can pull off this plan?

Feelings: You can ask questions about feelings, but Empathy Reflections are a way to gain understanding about how the client feels about any area.

Sample Empathy Reflections:

I can hear the excitement in your voice when you talk about X

That sounds really frustrating when X happens

At some point in the coaching conversation, when the client displays change talk, you can ask if they would like to set a goal in that area.

It might happen with a summary reflection and a forward vision looking question.

#### **Summary Reflection/ Forward Question:**

So, you've said that you really value your health and that it's important for you to eat better to decrease your risk of developing diabetes. You acknowledge that a busy work schedule is a challenge, but you have a lot of creativity and a supportive family. If you were to look forward to establish a new routine that would help you achieve your vision, what would that look like?

If the client has ideas, then you want to ask them about their ideas. What interests them about the idea; Have they had success in the past with the idea; etc... When the client has clarity around an idea, we can help guide them to crafting the idea into a SMART Goal.

On the other hand, sometimes clients don't have any ideas or they feel stuck. When a client feels stuck we can brainstorm ideas with them.

## **6 Brainstorming with the Client (optional):**

Make sure the client knows that you are both just throwing potential ideas out there. They are free to choose or not choose any idea.

You can alternate brainstorming ideas with clients until you have a list of 5 or more ideas with potential for goal setting.

Once a list is established, you can ask the client...

Do any of these ideas resonate with you?

Which idea, if any, jumps out at you or excites you?

Once a goal is identified by the client, help them to construct it into a SMART goal.

## 7 Goal Setting (optional)

SMART Goals stands for Specific, Measurable, Action-Oriented, Realistic, and Time Bound

Sample SMART Goals

I will walk for 20 minutes in the morning 3 times a week starting this week.

I will eat an average of more than 5 servings of fruits and vegetables a day.

I will get in bed by 1030pm.

I will call my doctor tomorrow to schedule an appointment.

Once the client has set goals, we can do one last check in to see how they are feeling about the goal, and ask them to state aloud to us their intention.

## 8 Closing/ Setting up next appointment

Once the client has stated their intention, we can plan/ schedule the next session and close the session.

## Coaching Cues for Practice

Odds Coaching Cues Value and Possibility

1. Ask How the client is doing right now "in the moment".
2. Use Reflections to show understanding of the client's state.
3. Ask the client: "Can you tell me something about your health and wellness that you value?"
4. Ask: "Why is that important to you?"
5. Reflect what values or interest you hear.
6. Ask "When you consider this area of your health what do you believe is possible?"
7. Reflect what you hear.

Evens Coaching Cues Feelings and Emotions

1. Ask How the client is doing right now "in the moment".
2. Use Reflections to show understanding of the client's state.
3. Ask the client "can you tell me about some aspect of health and wellness that is important to you?"
4. Tell me more...
5. Try to reflect what emotions you pick up on. Empathy guess/reflection
6. Ask an open-ended question about an emotion. Example, "Why is feeling \_\_\_\_\_(emotion) important to you. Or "When \_\_\_\_\_ happens how do you feel?"
7. Reflect what you hear.