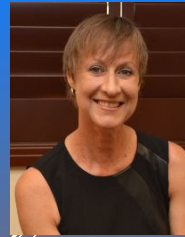


Advancing Your Coaching Skills (AYCS) Webinar 4 – June 5, 2019



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DEEPER DIVE INTO CC #7 – DIRECT COMMUNICATION



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Competency #7: Direct Communication PCC Markers



1. Coach **shares observations, intuitions, comments, thoughts and feelings** to serve the client's learning or forward movement.
2. Coach shares observations, intuitions, comments, thoughts and feelings **without any attachment to them being right.**
3. Coach uses the client's language or **language that reflects the client's way of speaking.**
4. Coach's language is generally **clear and concise.**
5. The coach allows the **client to do most of the talking.**
6. Coach allows the client to **complete speaking without interrupting** unless there is a stated coaching purpose to do so.



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Competency #7: Direct Communication MCC MSR (minimum skill requirements)



Key Skills Evaluated:

- 1) The ease, directness, and depth with which the coach shares perspectives, thoughts, intuition, and feedback;
- 2) Whether the coach appears to have any attachment to the coach's perspective;
- 3) The coach's effective use of the client's language and learning models (note: this includes use of client metaphors and visual, feeling language)
- 4) The breadth of the invitation the coach gives to the client to share his/her own perspectives, thoughts, intuition, and feedback



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Being Direct versus Directive



Being Direct	Being Directive
<ul style="list-style-type: none"> • Being clear, articulate, and direct in sharing observations, intuitions, and reflections • Being succinct, (few words) using client's language to make comments or ask questions • Reframing and offering a different perspective • Sharing without attachment 	<ul style="list-style-type: none"> • Being attached to your own agenda • Driven by your beliefs about what should be happening • Believing that the client needs our intervention • Sharing your perspective as if it were the truth • Speaking for too long • Performance/Telling Mode



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Competency #7: Direct Communication Using PCC Markers (examples)



1. Coach **shares observations, intuitions, comments, thoughts and feelings** to serve the client's learning or forward movement.
 - "So far I've heard you say you have self-doubt at least three times."*
 - "I notice that as you said those words, you moved your hands in a circle, like you were indicating something circular."*
 - "Being available for your team seems very important to you."*
2. Coach shares observations, intuitions, comments, thoughts and feelings **without any attachment to them being right**.
 - "Listening to you describe your plan, I sense there is something missing for you as your tone of voice went down. Do you have any idea of that, or am I imagining something?"*
 - "You know, what if it doesn't work, is that linked in any way to the anxiety and the nervousness?"*
 - "I've known you for awhile and we've been coaching for some time. And when you said the whites and you said, 'This is about me.' What came to me was that's her authentic self, that's the pure Jenny. What do you think?"*

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Competency #7: Direct Communication Using PCC Markers (examples)



3. Coach uses the client's language or **language that reflects the client's way of speaking**. (use of visual language and metaphor)
 - "You've mentioned procrastinating a few times now. How do you want to address that?"*
 - "As you spoke about bridging this piece, what is this bridging?"*
 - "So when you think back to the calmness versus the whirlpool, what did you accomplish?"*
 - "So what do the darks represent, what do the whites represent and what do the vibrant colors represent?" (based on client using washing clothes/laundry analogy)*



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FIELDWORK



Powerful Questioning Case Study – debrief preparation

Login to members only page. Download the collated Powerful Questioning Case Study document I've created (and my list of 50+ questions I crafted from the case study!)

Questions I've posed for you at top of the document:

Which questions did you like, and why?

Which questions might you never have thought of?

Which questions might you never feel comfortable to ask?

For those who sent their Powerful Questioning Form in, you'll receive individual comments back from me in your sent Word Document, to come from ICF-NJ on Thursday (tomorrow)

I'll be posting my Master Core Competency Worksheet for Davni coaching Zoe (deadline for sending in your form is today, June 5)

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FORMS RETURN AND MEMBERS-ONLY ACCESS

Email address for returning all of your forms is
advancedcoachingskills@icf-nj.org


The start date is when materials become available on Members-Only page.

<https://carlyanderson.com/member-login>

Username: your first initial and last name, lowercase. e.g. Carly Anderson is **canderson**

Password: **private0919**

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Further resources:

Monthly e-newsletter

Blog articles for coaches to improve their coaching skills and core competency distinctions

<https://carlyanderson.com/blog>

"Our essential purpose is to be the best version of ourselves." Matthew Kelly



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Acknowledgement goes to the International Coach Federation and all the coaches over the years who have contributed to developing and evolving the ICF Core Competencies, and continue to do so. <https://coachfederation.org>

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