Learning Objectives

Please note:
In all Modules, the trainer may at times choose to present the material in a different order than as outlined below in response to learner's questions, time restructuring, or if it seems more appropriate given the direction of the group.
MODULE I:
Learners will be able to:

- Explain the differences between Coaching and other professions: Training, Mentoring, Consulting, and Counseling.
- Establish rapport (trust) early in a session with a client and be able to maintain such rapport.
- Define what constitutes powerful coaching questions.
- Differentiate three “Levels of Listening” and explain the importance of levels 2 and 3 for effective coaching.
- Describe and enter into what is known as ‘Coach Position’, the mental and emotional attitude of an effective coach.
- Describe the basic structure and sequence of the Erickson standard Solution Focused Coaching session. (The Coaching Session Contract)
- Ask the four fundamental questions of effective project development that form the basis of every coaching session.
- Create an agreement with their client for the outcome of the coaching session.
- Describe, listen for, and ask the appropriate questions to ensure the four conditions of an effective outcome (known as “The Outcome Frame”).
- Describe the function and attributes of each of the three brains and how they relate to effective Solution Focused Coaching.
- Explain the differences between Managerial and Executive Coaching.
- Facilitate their coaching sessions with the use of paper and diagrams, as well as the proper side-by-side, sitting position and hand gestures.
- Augment their coaching sessions with Scaling Questions.
- Identify when the client is available and willing to create a Coaching Session Contract, when they are not, and how to effectively respond.
- Explain and use the 5 Solution Focused Principles that support effective coaching.
- Explain the difference between Open-Ended and Closed-Ended Questions and know when and how to use each in a coaching session.
- Understand and use a powerful questioning tool (The Logical Levels Explorations) to support their clients towards greater outcome clarity, for discovering their Vision and/or to build greater rapport.
- Complete a coaching session effectively.
- Describe the four stages an individual moves through when learning a new habit or skill. (The Four Stages of Learning)
- Explain the importance of Visualization in assisting others towards their desired outcomes.
- Support their clients towards effective planning and solutions with 8 different visualization questions. (The ‘As-If’ Frame)
- Assist their clients to develop a positive self-concept that supports them in achieving their outcomes. (The Values-Based Self-Image)
- Understand the differences between Tools and Processes.
- Give and receive feedback effectively.
• Complete an effective telephone (auditory only) coaching session and know how to listen effectively.
• Identify and understand the International Coaching Federation Core Competencies and the Code of Ethics. (ICF Section)
• Know how to use their voice in four distinct tones to further ensure an effective coaching session.

**MODULE II:**

Learners will be able to:

• Explain the three aspects of prioritization.
• Understand the value and effectiveness of using diagrams for coaching. (Whiteboard Coaching)
• Assist their clients to plan and prioritize using a coaching diagram tool known as The Wheel.
• Further assist their clients to prioritize their time using another coaching diagram tool: The Urgent and Important Process.
• Describe the nine points of a project planning sequence for a project leader. (The Nine Point Map)
• Identify the aspects of the creative process and the elements which are useful in supporting effective creative solution finding and planning for their clients.
• Assist their clients to deepen their commitment and heighten their level of motivation for a large project with a short visualization method. (The Stakeholder’s Exercise)
• Support their clients in creating an effective strategic plan for a large project or goal with a coaching process known as Tri-Position Planning.
• Identify the four major inner obstacles for effective goal completion. (The Four Gremlins)
• Assist their clients to overcome inner obstacles and find solutions with a visualization process known as The Mentor’s Table.
• Identify ways to develop a coaching business and how coaching supports corporate goals and challenges.
• Describe how the pursuit of mastery of any skill-set is valuable in the coaching context.
• Assist a client to increase their willingness and commitment to their chosen long-term skill-set development.

**MODULE III:**

Learners will be able to:

• Define and describe what values are and their relevance to coaching.
• Outline the differences between values and beliefs, as well as the differences between
High Level (Absolute) and Specific Application (Relative) Values.
• Elicit values from their clients with value-eliciting questions.
• Assist their clients to discover their key values and prioritize them with the Values Wheel
• Identify the six different habitual response styles to information. (Matching and Mismatching)
• Know how to handle objections by effectively challenging their clients using mismatching language.
• Elicit from their clients the words their clients habitually use to motivate themselves and the words that do not. (Motivational Words)
• Assist their clients to discover their progress and areas that still need coaching using a tracking method with the Wheel. (Wide Screen Summary)
• Handle objections from their clients using a number of quick and effective tools.
• Identify the differences between Values and Principles and their relevance to coaching their clients towards desired futures.
• Use values to coach leaders.
• Identify a number of Value Systems that influence organizations, companies, cultures, and countries and the relevance of this knowledge to coaching. (The Spiral Dynamics Model)
• Assist their clients to overcome a major inner obstacle using a values elicitation approach known as the Core Outcome Process.
• Coach a team with a simple process.
• Coach with the knowledge of values and principles.
• Assist a client to find emotional balance, forgiveness, and/or self-forgiveness with a visualization process called the Stateline.

MODULE IV:
Learners will be able to:
• Define the habitual information filters known as “meta-programs”.
• Elicit from their clients the client’s personal meta-programs.
• Effectively use the meta-program jot sheet with a client.
• Assist their clients to discover their key values and prioritize them with the Values Wheel.
• Know how to use both the meta-programs and wheels on a first time client.
• Have an even deeper knowledge of meta-program use that started on day one.
• Use three different methods for quick stress relief.
• Assist their clients to alter their habitual meta-program by using a simple visualization technique. (The New Behavior Generator).
• Observe and listen for their client’s state changes and decision making systems.
• Coach their clients towards greater success and fulfillment using The Success Exercise.
• Have a deeper integration of the tools, approaches and techniques of all four modules.