An overview of coaching and motivational interviewing
Coaching is a vehicle for helping people to achieve a higher level of well-being, performance in life and work, particularly when change is hard.
Coaching relationships foster a growth-oriented relationship that enables clients to reach their goals and visions.
• The desire to be expert
• Need to be needed
• Taking on client’s responsibility for outcomes
• Biases, blurred boundaries, judgments
• Coach motives mistaken for clients’
Mindful listening
Open-ended inquiry
Perceptive reflection
Mind Full, or Mindful?
Mindful Listening

Tips for mindful listening

• Do not think about what you will say next until your client has spoken the last word of his/her thought
• Pause after your client has spoken
• Wave the client’s last words in to the next step
• Wave the client’s story in to later steps
• Listen for emotions as well as facts
• Do not interrupt (except in to the rare moment when your client wonder of track)
• Mirror what your client has set to confirm your understanding
Levels of listening

1. Level 1
   Focus on what the words mean to us.

2. Level 2
   Focus on the words of the other person.

3. Level 3
   Focus on the essence, energy and what isn’t being said.
Powerful questions emerge from a coach’s curiosity, opening doors to clients thinking and feeling.

- Encourage narrative
- Inviting
- Spacious
Open questions vs closed questions

• Do you want me to help you?
  How can I help you with ___?
• I don’t understand you
  Help me understand ___?
• Do you want to change_______?
  How would you like things to be different?
• Are you happy with the ways things are going?
• When would you be most likely to___?
• What do you think you will lose if you give up ___?
• What have you tried before to make a change?
• What do you want to do next?
Perceptive reflection

- 2:1
- Seeking to understand
- Evokes continued reflection
- Connects to heart
Simple Mirroring

Double-sided
Reflects pros and cons; two perspectives

Shifted focus
Shifts to another topic of focus
Amplified
Exaggerating to emphasize thinking

Summary
Summarizing a group of points

Empathy
Connecting with feelings and needs
Compassion

Mindfulness
Self-kindness
Sense of common humanity
Pity

sympathy

Empathy
"If we would only listen with the same passion that we feel about wanting to be heard."

- Harriet Lerner
I've been thinking about you lately.
I wish you wouldn't do that.
I have something for you, Earl.
Oh?
I've made a list of ways in which I think you could improve yourself.
Now don't get defensive. I'm just trying to help you be happy.
Flush!
How about that! It did make me happy!
What is motivation?

- Your drive to do what you do
- Automatic, from deep emotions
- Fuel for starting a new habit, learning a skill or reaching a goal
What drives us?

- Meaning
- Purpose
- Values
- Needs
Uncovering motivation

“We should not ask how to motivate others. Instead ask ‘How can we create the conditions within which others will motivate themselves to be healthy?’”

- Ed Deci
• Book:

• Images taken from Pixabay and unsplash web sites