

INspired Leadership

Mentor Coaching

POWERFUL CONVERSATIONS

What is a powerful conversation?

- ◆ Coach the energy, not the story
- ◆ Stay out of the box
- ◆ Stay with the client agenda, not yours
- ◆ Practice purposeful listening
 - Avoid distracted, responsive, reactive or one-up listening
 - Listen for understanding

Clarify

Seeks understanding and creates safety and calm.

You feel _____.
You believe _____.
What you want is _____.

Powerful Questions

Shift energy and move to committed action.

What...
How...
When...
Who...
Where...

Affirm

Honors beliefs, values, and feelings and neutralizes energy.

Feeling ____ right now is normal.
Makes sense you feel ____ because you value _____.

CLARIFY



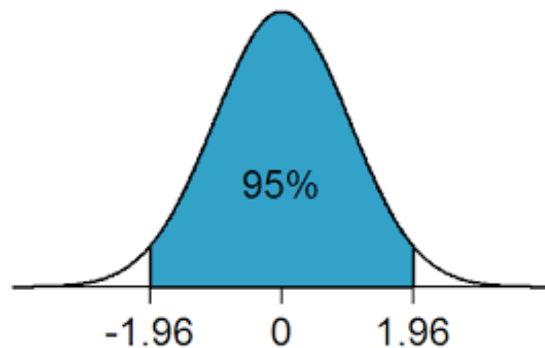
SKILL

Purpose: Ensure understanding and demonstrate listening intently

- ◆ Summarize
- ◆ Paraphrase
- ◆ Reiterate
- ◆ Mirror back

Pair this skill with: Affirm

AFFIRM



SKILL

Purpose: To normalize someone's emotions. It does not indicate agreement

- ◆ Authenticate, Substantiate, Validate and Normalize

Avoid:

- ◆ I statements
- ◆ But
- ◆ Judgment statements

Sounds Like:

- ◆ Having that feeling right now is normal.
- ◆ Makes sense you feel ____ because you value ____.

POWERFUL QUESTIONS



SKILL

Purpose: To explore values and beliefs, to gain clarity, and seek possibilities and solutions from within

- ◆ Open-ended
- ◆ Who, what, when, where, how
- ◆ Plural language to expand thinking (i.e. idea to ideas)
- ◆ Short and broad

Avoid:

- ◆ Why...can put people on the defensive or can indicate judgement
- ◆ Leading questions
- ◆ Multiple questions (Stacking)

SAMPLES

- ◆ What are the opportunities?
- ◆ What is holding you back?
- ◆ What will that response cost you?
- ◆ What is your intuition telling you?
- ◆ What other choices are possible?
- ◆ What excites you about that?
- ◆ What might be different ways to look at this situation?
- ◆ What resources would be valuable for you to move forward?
- ◆ What will help increase commitment?
- ◆ Tell me more about the vision you have for how your successful week will look.
- ◆ Where will your commitment to your planning lead?
- ◆ What do you need or feel is lacking?
- ◆ What do you really want in this situation?
- ◆ What uncertainties do you have regarding this plan or situation?
- ◆ What is exciting about this opportunity?
- ◆ What would you do differently if you released the fear of judgment?
- ◆ How can you maximize your strengths?
- ◆ What would be different if you looked at it through another lens?
- ◆ What are you learning from this situation?
- ◆ How is what you are currently doing impacting your energy?
- ◆ What are you tolerating in this situation?
- ◆ What about this brings you joy?
- ◆ What steps are necessary to move forward?
- ◆ So, tell me more about...?

EMBED BELIEF



SKILL

Purpose: To intentionally embed an idea or thought to set someone up for achieving desired results

Sounds Like:

- ◆ Think about that for a minute, I know you will come up with something.
- ◆ Today is going to be a great day!
- ◆ This is the start of a great relationship.
- ◆ Excited about the ____ (freedom, peace, acceptance) will bring.
- ◆ You have the wisdom, so I am excited to see the impact listening to it has for you.
- ◆ You've got this!
- ◆ I believe in you!



COMMITMENT SCALE

STRATEGY

Purpose: To assess someone's level of commitment to the action or plan and to increase that commitment level if desired

Sounds Like:

- ◆ On a scale of 1 to 10, how committed are you to this ____? (Sample answer: 6)
- ◆ What does a 6 look like?
- ◆ What would it take to move to a 7 or an 8?

MANAGING PROGRESS AND ACCOUNTABILITY

STRATEGY

Purpose: To create clarity of action and accountability

- ◆ What steps are you taking and by when?
- ◆ How will you know if you reached your goal?
- ◆ How will you let me know that you have completed that?

Note:

- ◆ Be sure the accountability is the responsibility of the person taking action.
- ◆ Do not be attached to the outcome.

Sounds Like:

- ◆ How will you hold yourself accountable?



EMOTIONAL OWNERSHIP



CRAFT

Purpose: When interacting with others I am responsible for my emotions and the way I respond. It is not my responsibility to take on the emotions of others.

Things to Consider:

- ◆ How is my energy being impacted by another person's story?
- ◆ Am I wanting to fix or rescue?
- ◆ How am I providing safe and non-judgmental space to be heard?

BOTTOM LINE



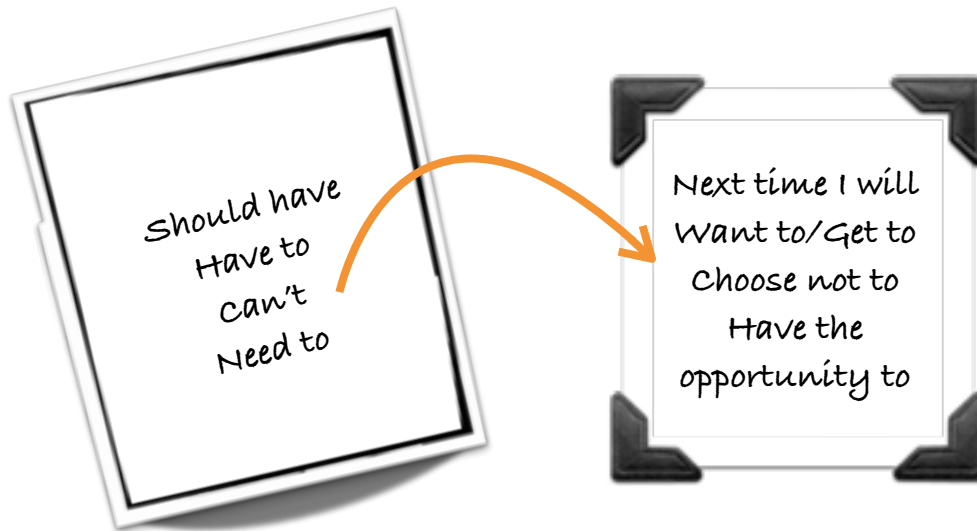
STRATEGY

Purpose: To help get to the point in an efficient manner without sharing all the unnecessary details

Sounds like:

- ◆ Setting aside ____ (details, judgment, assumptions), what is most important?
- ◆ What is at the heart of this situation?
- ◆ What do you need or feel is lacking?
- ◆ What is this really about?

REFRAME



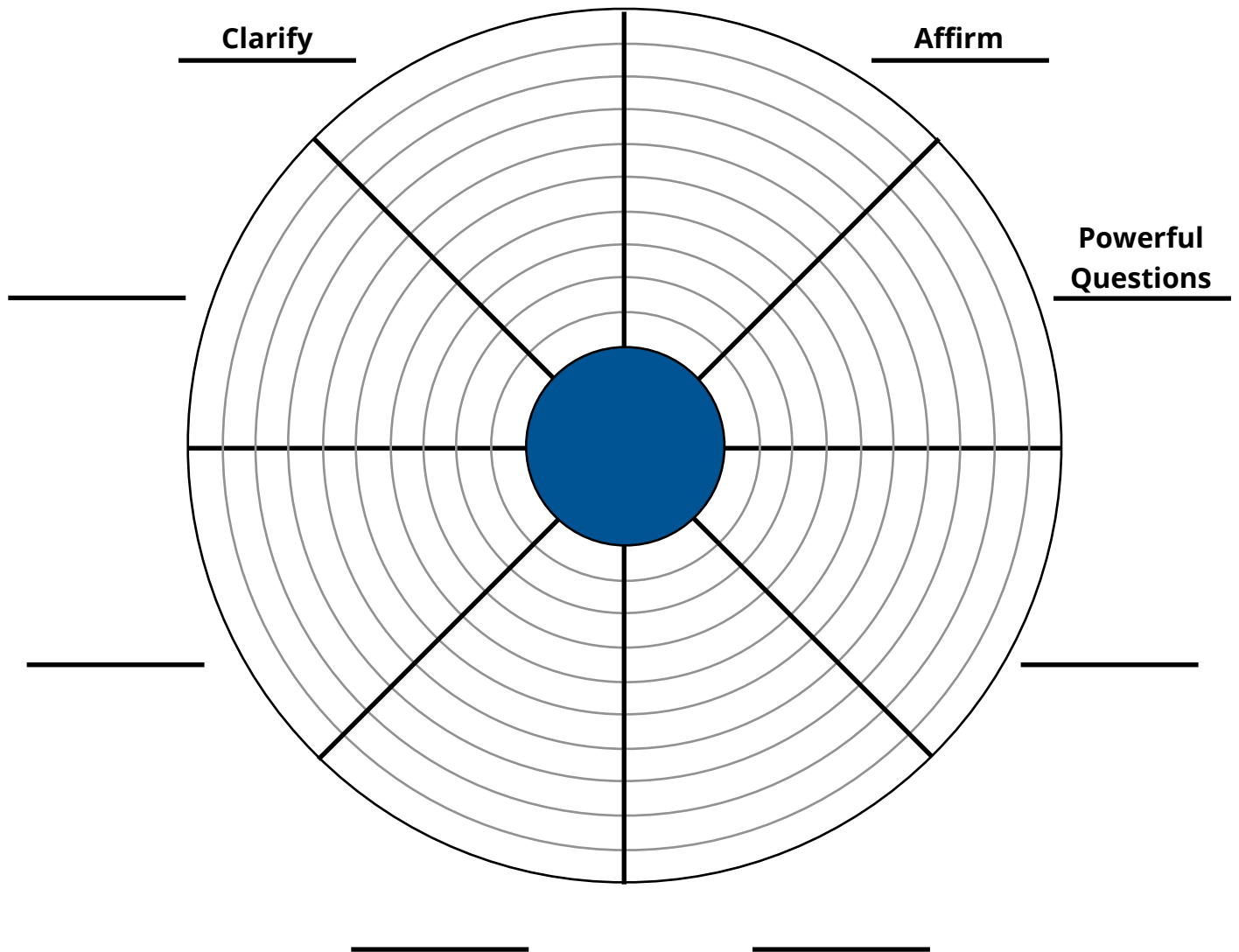
SKILL

Purpose: To alter one's view of a situation causing an energy drain and/or holding a person back from reaching a desired outcome

- ◆ What would be a different way of looking at this?
- ◆ Put yourself in ____ shoes. What might they want or need?
- ◆ What are you learning from this?

REFLECTION WHEEL

Choose eight areas of the coaching process and place them on the wheel.
On a scale from 1 to 10, how satisfied are you in each area? (shade accordingly)
What is an action you will take in the next seven days?
How will you hold yourself accountable?
Choose an area or two you want to focus on with your peer coach and share.



MENTOR COACHING RUBRIC

Skill	Not quite...	Getting there.	Got it!
Projects anabolic energy	Displays frustration, anger, or withdrawing during sessions.	Leads mostly with anabolic energy with occasional catabolic thought or comment.	Maintains anabolic energy—calm, confident, strong listening and intuition.
Asks powerful questions	More than five yes or no close-ended questions, unaware of using close-ended questions.	A few "yes or no" question; could work on the timing of powerful questions.	Questions are powerful and help the client move forward in their energy. Most, if not all, are open-ended.
Uses Clarify Skill	Skips right to questioning without checking for clarity.	Clarifies some, but with too much detail.	Clearly and concisely clarifies understanding for/with the client.
Uses Affirm Skill when client expresses catabolic energy	Ignores or avoids client's feelings.	Acknowledges clients feelings.	Acknowledges and validates client's feelings.
Asks one question at a time	Stacks questions and confuses the client. Doesn't give client time to think.	Occasionally stacks stacks question. Is aware when questions are stacked.	Asks one question at a time. Gives proper wait time for client to think and answer.
Allows client to do deep inner work	Surface work only—external focus.	Probes for deeper work but backs off due to discomfort.	Confident and at ease doing inner work with client. Checks client's energy throughout session.
Projects Professional-ism	Late to meeting. Uses language that lacks professionalism. Looks at personal devices or is otherwise distracted.	Is mostly prepared and present, but has some times of distraction. Gets the gist of client needs.	On time. Uses appropriate language. Is fully present and prepared for session. Attentive to client needs.
Stays out of client story	Offers advice. Too many leading questions. Jumps to solution mode quickly.	Uses some "I" statements. Includes some advice or suggestions.	Stays focused on client. Doesn't offer any solutions or jump in with own story.

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