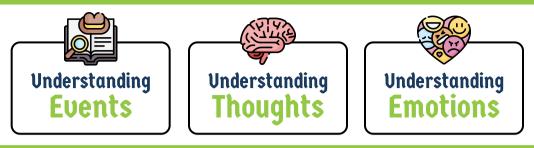
Coaching Objectives



Core Coaching Skills 1-3

🗊 🕼 Reflective Listening (#1 skill!)

Summarize what you heard (can be as brief or as detailed as you want.)

EFFECTS: Gets the person to hear (and think about) what they're saying. **EXAMPLE:** *"What I'm hearing is..." or "To me, that sounds like..."* **Note:** If you don't know what to say, use reflective listening.

Silence

Not saying anything despite feeling like you have to. Embrace the awkwardness!

EFFECTS: Gives people more time for thinking, and lets **others** break the silence. **NOTE:** You're going to feel **more awkward** and **pressured to say something** than the person sharing. For them it usually just feels like **more time to think.**

Open-ended Questions (vs. Yes/No Questions)

Always ask open-ended questions that prompt people to share more.

EFFECTS: Uncovers more details without stalling the conversation. **How to COME UP WITH GOOD QUESTIONS:**

- What are you curious about?
- · Anything you're confused about? Ask for clarification.
- · Are you making assumptions? Ask for actual data.



Core Coaching Skills 4-5



Welcoming someone back in the conversation by speaking to them directly.

EFFECT: Ensures everyone feels included and gets a chance to speak.

- COMMON USES:
 - If someone missed something (joined late, had to take a break, etc.): "Welcome back [Name], we're talking about..."
 - If someone doesn't understand what has been said: "My understanding is..." (use reflective listening)
 - If someone is noticeably quiet: "[Name], you haven't said anything in a while. I'm curious if you have anything to say."
 - Checking in with someone to see if they're okay: "[Name], I've noticed that [...] and just wanted to check in with you."

Asking for Permission

When you want to do/say something you're not sure about, ask for permission.

EFFECT: Gives people agency and ensures people feel safe in the conversation. **Соммон uses:**

- Sharing a story:"I have a related experience, would you like to hear it?"
- Giving advice: "I used to struggle with this too, would like to know what worked for me?"
- Risky topic: "Are you comfortable talking more about..."
- Sharing an observation: "I've noticed something interesting while you were talking, would you like to hear it?"
- Asking something personal: "Can I ask you a personal question?"



For information about coaching and support groups, visit www.questoflife.org

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