

Coaching Objectives



**Understanding
Events**



**Understanding
Thoughts**



**Understanding
Emotions**

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



Looping People in

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.

COMMON 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?"*



Quest of Life

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

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