



Coaching and Mentoring at Work conference

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www.coaching-at-work.com

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A-ha!

Critical Moments in Coaching



UEL
University of
East London



Dr Christian van Nieuwerburgh

Programme Leader
MSc Coaching Psychology
School of Psychology

Coaching is...

... a conversation
.... about learning
.....about change

self-awareness

+

personal responsibility



Making “A-ha!” moments more likely

Create the
right context

Encourage new
thinking



Create the right context

Humanistic approach:

Understand the issue the coachee brings

Understand the process that the coachee is using to manage the issue

Hold a mirror up to the coachee



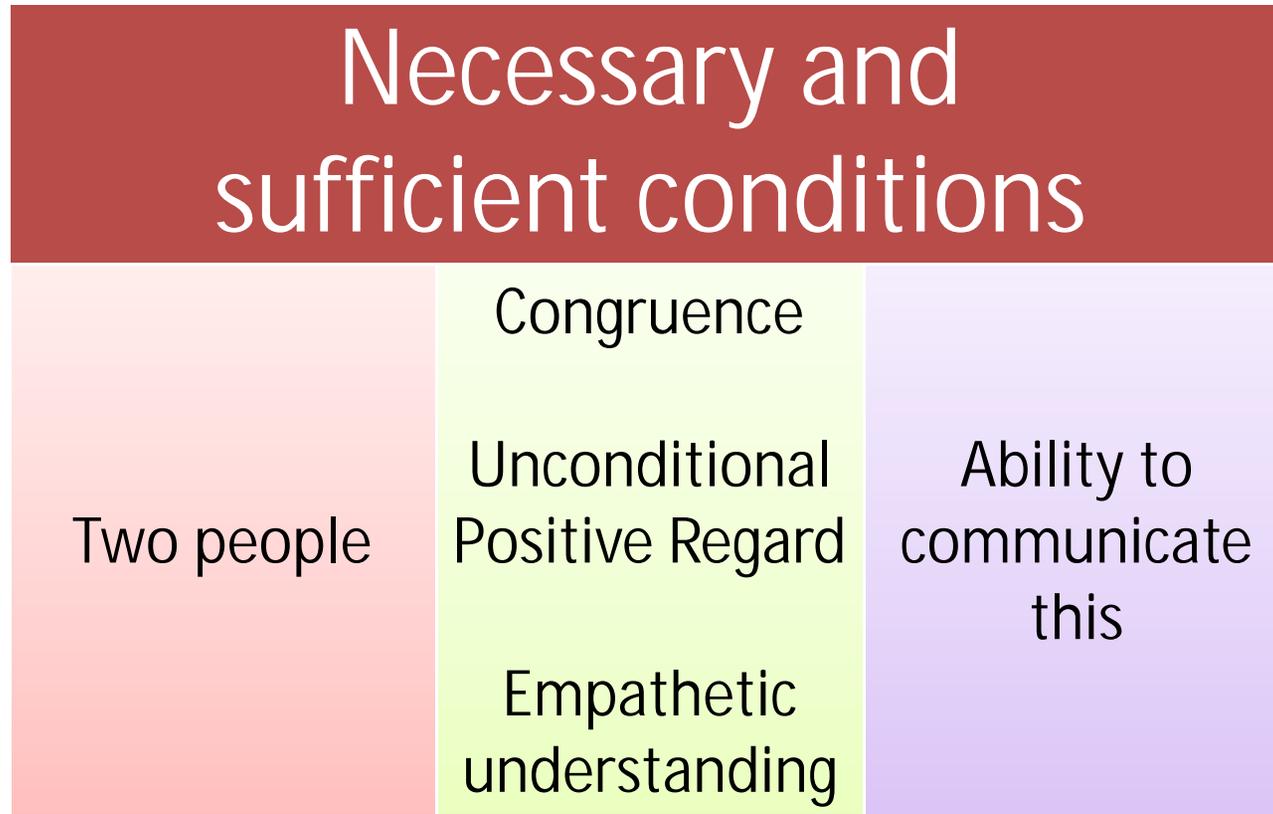
Create the
right context



Rogers (1957)



Create the right context



Rogers (1957)



Person-centered Theory: Principles

Focus on the relationship

Focus on the individual

Individuals self heal

Support the “inner voice”

Respect for self-determination of others

Client is the expert about their situation

Stay with the client (principled non-directivity)



Rogers (1957)



Making “A-ha!” moments more likely

Create the
right context

relationship
discomfort
uncertainty
silences

Encourage new
thinking



Encourage new thinking

Increase options and choices:

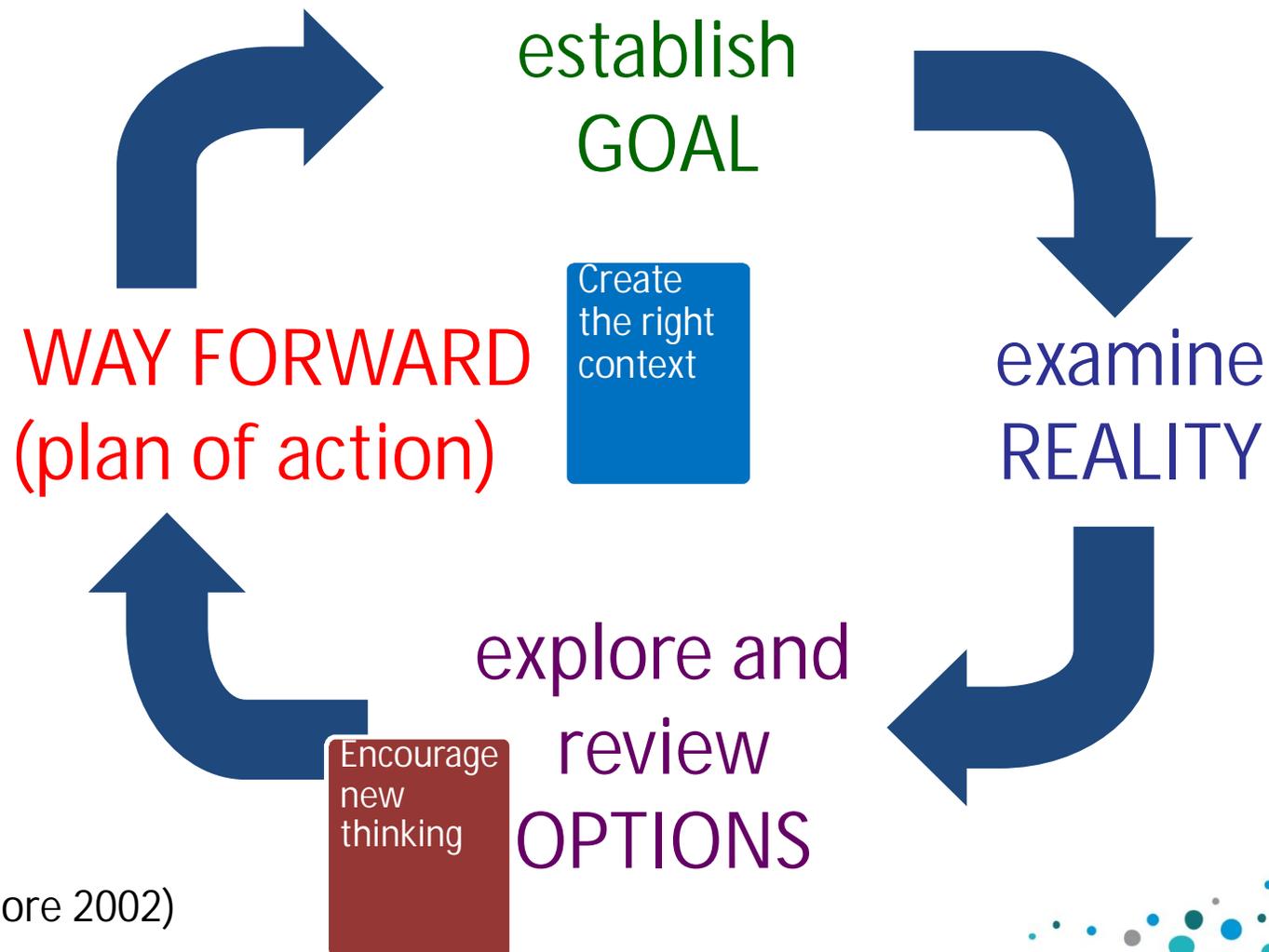
Don't accept just one or two options

Keep asking "what else could you do?"

Engage coachee in activities



The practice of coaching



(Whitmore 2002)



“The way to get people to build a ship is not to teach them carpentry, assign them tasks, and give them schedules to meet; but to inspire them to long for the infinite immensity of the sea.”

Antoine de Saint-Exupéry



Ongoing discussion

chrisvn@uel.ac.uk



@ChristianvN



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