



# Coaching and Mentoring at Work conference

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[www.coaching-at-work.com](http://www.coaching-at-work.com)

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# A-ha!

## Critical Moments in Coaching



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# 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



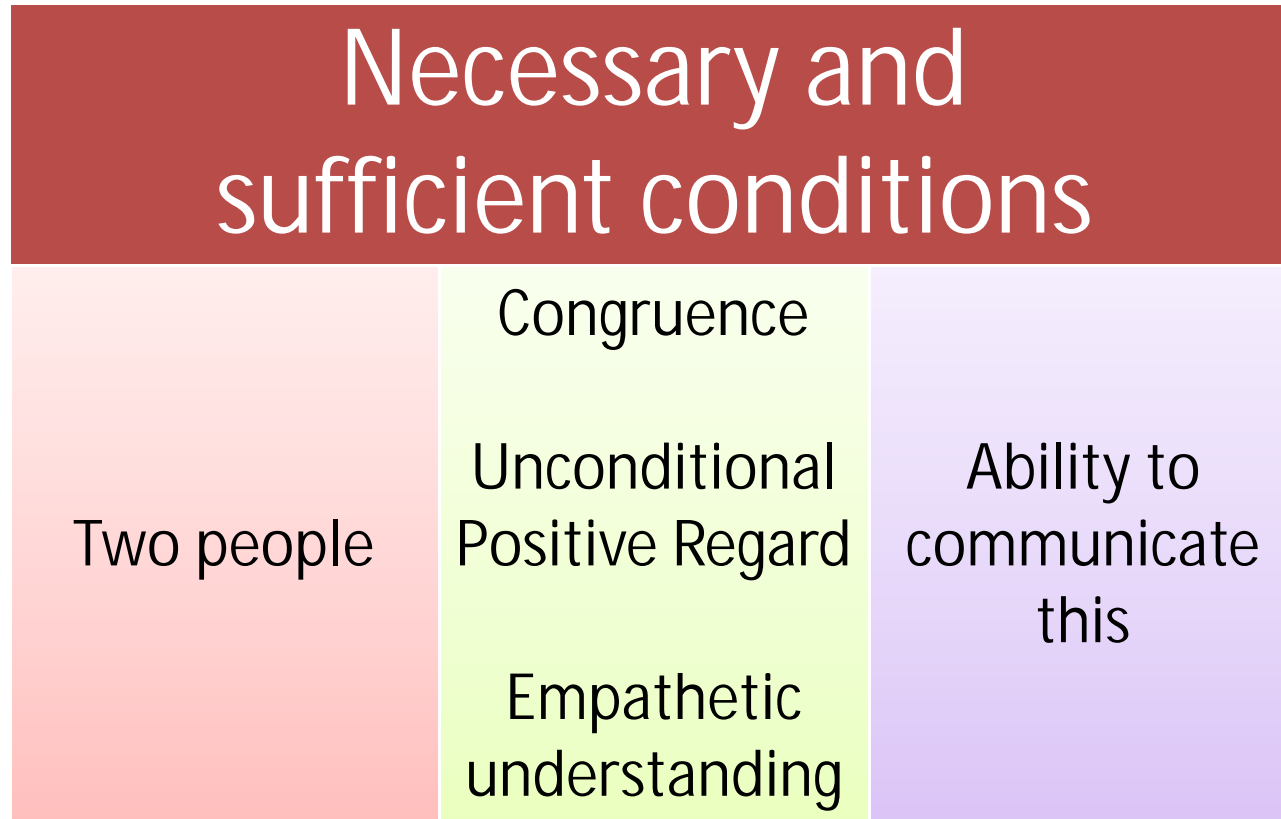
Create the  
right context



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





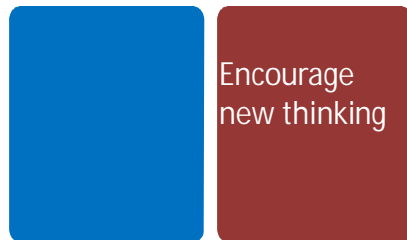
# Encourage new thinking

## Increase options and choices:

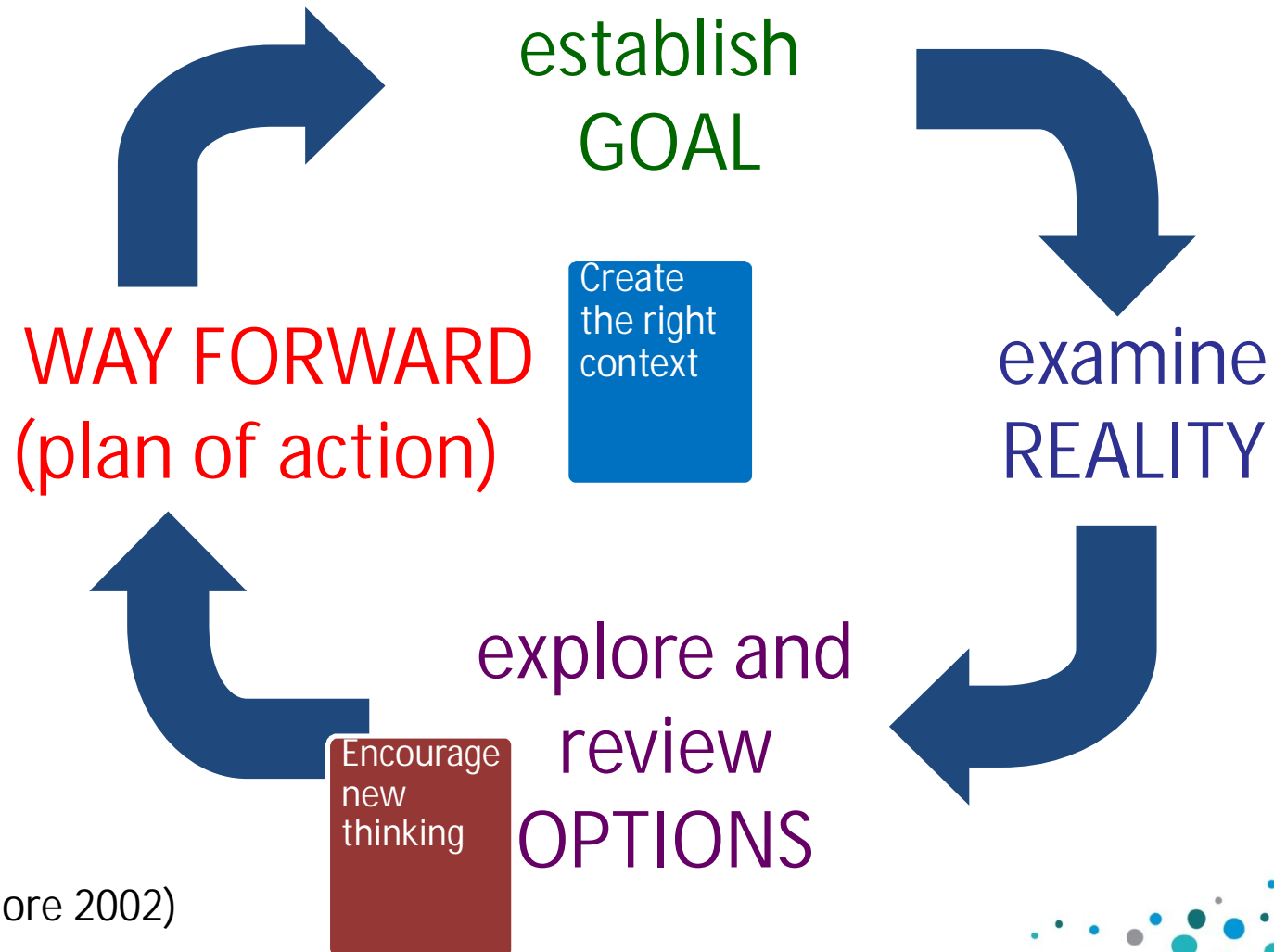
Don't accept just one or two options

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

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