

# COACHING TECHNIQUES



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- What are coaching techniques?
  - Communication with clients
  - Giving feedback and how
  - Support
- Why do we need them?
  - We are offering a service based on client interaction

Democratic Coaching: This coaching style prefers active communication and team involvement.



# IMPORTANT COACHING SKILLS/TECHNIQUES

- Listening.
- Asking questions.
- Building rapport.
- Empathizing.
- Summarizing and Reflecting.
- Unlocking Limiting Beliefs.
- Staying Focused.
- Being Non-Judgemental and Open-Minded.



# COMMUNICATION WITH CLIENTS

- Give some simple rules (Being on time, start warm-up as soon as they get there, etc.)
- Welcoming
- Ask how people are doing
- Answer any questions
- Be patient!
- Understanding
- Sensible



# GIVING FEEDBACK AND HOW

- Feedback in the group or individual feedback
- Be sensible – most people don't like criticism
- Problems are good – learning process – finding solutions together

## The Feedback “Sh\*t Sandwich”

Read more at: [GetLighthouse.com/Blog](http://GetLighthouse.com/Blog)

*Something positive  
to warm up the discussion*

*The feedback you actually wanted to give*

*Something else positive to  
soften the real feedback*



# SUPPORT

- Some people don't like support
  - If they don't like support during the trail, discuss and give tips after.
- Some need support
- Giving support on the trail
  - Give clear instructions
  - Be calm
  - Be patient
- Explain why support can be helpful when training



# BUILDING FRIENDSHIP GROUPS

- Match training sessions
- E.g. patient – non-patient people aren't a good match
- E.g. More- and less skilled people are a good match, because they can learn from each other
- Give 3 examples of trades that match
- Give 3 examples of trades that don't match
- Know your clients!

