Module 2 Audio Transcript
Talk About Coaching Podcast Part 2

Jamee Tenzer 0:00
So I was thinking, you know, you and I are both very much interested in making sure coaches understand how to set a good agreement for a coaching session, and so I thought that might be a good place to start with this conversation. What do you think?

Sheri Boone 0:20
I think that is the perfect place to start the beginning of a coaching session. How to set the agreement. Absolutely,

Jamee Tenzer 0:27
exactly. So, all right, so not to get too technical here, but I just want to real quick go to the competencies, the ICF core competencies, and talk about 3.6 So, three is establishes and maintains agreements, and then 3.6 is partners with the client to identify or reconfirm what they want to accomplish in the session, so that's that's the topic for today, and I wondered if you would just kind of share your thinking in general about about that topic and how we make that happen in a session.

Sheri Boone 1:10
Yeah, so I think that this is such an important one. I think because you know the client comes along and the coach is asking, what do you want to talk about today, or what do you want to have coaching on today, and you know the client may say this or that, or talk about different, you know, bring up something they want to, they want to talk about, but this particular piece is how do you reconfirm or help the client really unpack what they want to accomplish in the session, so beyond the topic, you know, what is it that they really want to have by the end? What do they want to be able to walk away with from the session? So, so it's, it's more, you know, additional questions than just what do you want to talk about, but you know, adding on to that, maybe what's important here for you, and what, or what brings this up for you today, or have them explain a little bit about some of the terms that they used, maybe, and just really take that time, and then come back to, so then you know, what is it that you'd really like to have by the end of the session? What do you think about this, Jamie?

Jamee Tenzer 2:31
Yeah, I, you know, as you're talking, I'm thinking about as we work with coaches at all different levels, and at in the beginning, when you're learning how to do this, sometimes it's just, you know, what do you want to talk about, what do you want to get from the session, you know, what makes that important, right? So it's just like, let's at least get these pieces, and as you know, we and I use the acronym TOMS, topic outcome meaning success measure, but what you're talking about is kind of that next step. Okay, now you've, you've checked the boxes, right? And so now take some more time with it, really. After the client shares their topic, you know, as you said, let's explore that a little bit, so that when you do ask that outcome question, they've got something to kind of stand on. Yeah, so I think you know, depending on on where coaches are in their development, they, they, that's where they want to get to, I guess, is what I'm, what I'm saying.

Sheri Boone 3:44
Yeah, and as you're talking, I'm also remembering, you know, I think a lot of, a lot of new coaches are, it's, it's can be difficult to, to sort of understand how important this piece is at the beginning of a session, and often I'll, you know, it seems like coaches want to just get through those questions. What do you want to talk about? What do you want to have by the end, and then they want to get into the sort of, you know, the solution mode of questions, right? But, but really, and so it can be difficult for them sometimes just to understand the importance of this piece, so I always like to say, you know, this is the critical piece of the session, so please don't feel like I got to get through this stuff, so that I can get to the real meat of coaching. This really is the meat of it. This is this is where the gold really is, when you, when you take this time, and yeah, to help your client really unpack what it is, and sometimes it changes, you know, it can change as you're having this conversation, the beginning of a session. Yeah,

Jamee Tenzer 4:55
I like to say the agreement is the coaching,

Sheri Boone 4:59
yeah. Yes,

Jamee Tenzer 5:00
right. So, so it's not a matter of let's get through the agreement, so that we can start with the coaching, but

Sheri Boone 5:07
right,

Jamee Tenzer 5:07
just, you know, just be there as long as you need to be there, because honestly, if that agreement isn't set, it's a lot harder to coach, you know, because where are you going? What, what's what's important for this client to take away from this session exactly? Yeah, yeah, sometimes you know it's a little tough for people when the outcome that's presented is what I like to call a little squishy, so and sometimes those are the best kinds of outcomes, but like a client might say, well, I just want to feel a little bit more confident about this situation, or I just want to, you know, I just want to feel better. Sometimes that's a little hard to define. How do you help people figure out how to do that?

Sheri Boone 6:03
Yeah, and this is such a good point, I think that you're bringing up, because yeah, if somebody says, you know, I just want to feel more confident or feel better, then yeah, what is that? That's huge. What does that mean, right? And so maybe a good question is, you know, talk a little bit about confidence. What does that look like for you, or what's your definition of that, and spend time there helping them define those terms, right? So I think that's yeah, and often I hear coaches just go right, go forward from there. Oh, you want to feel confident. Okay, and then they just start asking, asking the questions. But what does confidence really mean? It's different for every person, and what's underlying that? That's the other thing I think we need to remember as coaches. You know, the client comes, they might say that that's their sort of, you know, top level thing, I want to feel more confident, or I want to feel better, but what's underneath that? And as you're asking these questions about what is confidence for you, and what might that look like, or what's your definition there, it helps them uncover what is underneath that, maybe the real core of what they want to talk about that. What do you think, Jamie?

Jamee Tenzer 7:23
Yeah, it just, as you're talking, I'm thinking sometimes those are the best coaching conversations, right? Because if someone comes in and they say, well, really, what I want is, you know, three steps or three ideas for this meeting I'm going to have tomorrow, that's great, and we can also get underneath that and find out, you know, what makes that meaningful and work on coaching the person and not the problem, and all that stuff. But if someone actually presents us with an outcome

like more confident, that is such a great opportunity to really go deeper with that person,

Sheri Boone 8:04
yeah, absolutely.