Module 4 Audio Transcript
Talk About Coaching Podcast Part 3

Jamee Tenzer 0:00
So we are today, we thought we would talk about facilitating client growth, which is the eighth of the core competencies, and within that we want to focus on 8.2 which is partners with the client to design goals, actions, and accountability measures that integrate and expand new learning, and so, as I was thinking about this, that language of designing goals that was in the original competencies, also when it was just 11 competencies, and I've always kind of liked that word design, because it's it to me, what it means is to make it really unique, uniquely fitting to the client, as opposed to just sort of setting a goal that anybody could have, but the trick is how do you partner with the client to do that, you know, as opposed to leading, or you know, not being a part of the process. So that was the first thing that I thought of as I was thinking about

Sheri Boone 1:17
it, and you know, the other thing, when you, as you're talking, that comes up for me is that what's the difference between designing a goal and coming up with specific actions, so the goal is the larger big picture, right? So what do you think about that, Jamee?

Jamee Tenzer 1:34
Yeah, to me those are completely different. Yeah, so yeah, we have a goal, and it may be a goal for it, could be a goal for the overarching work that we do with a client that takes a number of months or sessions or whatever, or could be a goal for, you know something they want to accomplish right after that session, so it could be large or small, but whatever it is, the actions are kind of the support system for the goal. Yeah, it seems to me, right?

Sheri Boone 2:18
Right, I agree,

Jamee Tenzer 2:20
and this idea of designing, designing actions, to you know, what are some actions for this goal that really are uniquely maybe doable for the client or resonate with

the client, so again, again, I come back to my idea about how designing is really about how to, how to create something that really works for this person,

Sheri Boone 2:50
right? Yeah, I think that's really important, what you're saying, because, of course, every client is, is, isn't, is an individual and a goal is what might be a goal for one or me, even the meaning of the word goal, you know, can be different for different people, right? Yeah,

Speaker 1 3:13
and then

Jamee Tenzer 3:16
yeah, the whole business of accountability measures, which I think that can be a little bit sticky for coaches sometimes, because I mean we certainly don't want to decide what those would be. On the other hand, we're being asked here to partner with the client to design these accountability measures, so what is what did I mean, what comes up for you when you think about doing that?

Sheri Boone 3:46
Yeah, I think that's a, that's one we have to be careful with as a coach, I think, because you know, and isn't the language here invites accountability, you know, and and so it's something to be discussed, it's a, it's a concept to bring forward, or to talk about, but it's, it's having a conversation with the client, you know what accountability might be needed, or you know, when you think of accountability, what comes up for you, I mean, some people are some clients are so ready to say, I don't need anything, I'm good. Well, I've written it down, I've got it, good to go. Okay, great. Right, other clients might say, you know, I do need some help here, if I, if I don't, you know, have somebody kind of holding my feet to the fire, I might not get this done, so what would that look like then? Okay, yeah, what would that look like for you to, you know, to have that accountability in place that's going to help you. So again, it's partnering with them to relate that word, design again, design what their accountability might be or not be. What do you think?

Jamee Tenzer 5:01
Um, yeah, I, so I like your word invitation, and it seems that that is a way of partnering, right? Is to invite your client to consider something, take it or leave it, do what they want with it, but that, that's how the coach is a part of an active part of the process without leading the process.

Sheri Boone 5:27
Yes,

Jamee Tenzer 5:28
yeah. And what about this business of helping a client expand new learning? So you know, I'm just thinking practically, you're in a coaching session, and the client has learned something new about their situation, or themselves, or.. and how would we expand, you know, help a client expand that new learning do

Sheri Boone 6:02
yeah, I think that just comes down to that awareness by the coach, to you know, again, to just not let that sit there, but maybe ask some questions, you know, how, how, how does this apply to the rest of your life, or how can you take this forward in other areas of your life, or what's important about this new learning for you. So, asking those questions to invite the, again, invite the client to consider what this means, what this new large learning is going to really do for them or mean for them.

Jamee Tenzer 6:44
Yeah, so it's really in the questioning, but then it's also in the awareness and listening of the coach, right? Identify, I think maybe there's been some new learning here, and the other thing that I heard in your questions is the questions themselves are expansive, so you know, just kind of like taking that learning and and asking a question that that invites the client to look at their whole life, like you said, or their whole situation kind of zoom out.

Sheri Boone 7:18
Yes, right,

Jamee Tenzer 7:20
yeah,

Sheri Boone 7:21
yeah, the zoom out, that's a good concept for this, I think. Yeah,

Jamee Tenzer 7:24
yeah, all right. Well, I've expanded my learning about this,

Sheri Boone 7:34
me too, as, as we do when we talk about coaching, right?

Jamee Tenzer 7:38
Exactly, exactly.

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