

Sample Coaching and Facilitation Techniques

The People-to-People Skills are verbal skills that can be applied to coaching others and facilitating meetings. Following are several sample coaching techniques and a series of considerations for use when facilitating meetings.

Examples of Coaching Techniques:

Technique used by a coach to determine the focus of the coaching:

What are five qualities you want to develop in your life? (For example you may want to become more balanced, less fearful of new challenges, etc.)

or

What are five areas you'd like to focus on during this coaching relationship?

Technique used by a coach when establishing a coaching relationship:

If you trusted your coach enough to tell him or her how to manage you most effectively, what tips would you give him or her?

Technique used by a coach for guiding career development:

- If you could describe your picture-perfect worklife, what would it be?
- Imagine yourself 20 years from now. What will you will be like? Describe the person you have become.

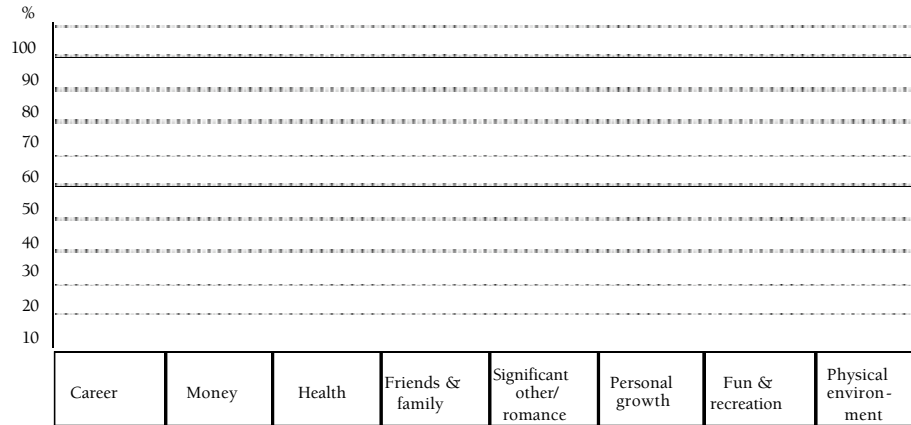
Technique used by a coach to help people change behavior:

What action, if taken on a regular basis, would make a difference for you in each aspect of your life?

Coaching Techniques

Examples of Coaching Techniques (continued)

Technique used by a coach to help people develop balance in their lives:
Complete the bar graph by indicating the percentage of satisfaction you have with each aspect of your life.



Technique used by a coach for values clarification, which helps guide career development: From of the list below, choose your top ten values in priority order. (You may wish to group some values.) For each of the top ten values, ask: How well do I live this value?

- | | | |
|--------------|---------------------|--------------------|
| Achievement | Harmony | Partnership |
| Adventure | Health | Perfection |
| Authenticity | Honesty | Personal growth |
| Beauty | Humor | Power |
| Bravery | Imagination | Recognition |
| Clarity | Ingenuity | Responsibility |
| Certainty | Integrity | Respect |
| Compassion | Individuality | Results |
| Completion | Intimacy | Risk taking |
| Connection | Joy | Romance |
| Contribution | Kindness | Safety or security |
| Correctness | Leadership | Self-sufficiency |
| Courage | Learning | Serenity |
| Creativity | Loyalty | Service |
| Depth | Mastery | Solitude |
| Decisiveness | Meaningful work | Spirituality |
| Freedom | Meeting commitments | Spontaneity |
| Fun | Nature | Success |
| Graciousness | Optimism | Trust |
| Goodness | Orderliness | Vitality |

Facilitating a Team Meeting

Introduction

Team meetings require the same skills as face-to-face interactions—that is, *plan, position, interact, and close*. There are, however, some special considerations to keep in mind during group interactions. Some of these are listed below.

Guidelines for Helping Meetings Run Smoothly

- Expect people to arrive on time.
- Start on time.
- Position the meeting by using an agenda with time frames.
- Keep a list of tabled discussions (sometimes called a “parking lot”).
- Appoint a recorder or scribe and a timekeeper.
- Focus the discussion using visual aids.
- Post visual aids for reference and recall at a later time; summarize frequently.
- Use planning calendars for scheduling.

Group Dynamics

Both underparticipants and overparticipants can hinder group interaction.

To encourage underparticipants to talk:

- Direct easily answered questions to them. Be sensitive not to put them on the spot.
- Support their ideas.
- Record their suggestions
- Talk about their ideas with the group.
- Suggest brainstorming.

To minimize the impact of overparticipants:

- Ask them closed questions.
- Ask them to explain how their comments relate to the topic.
- Summarize their comments and move on.
- Ask others for ideas.
- Suggest an off-line discussion.
- Suggest brainstorming.

Facilitating a Team Meeting

Here are some questions to consider regarding facilitative style, transitions, pacing, and delivering content and instructions during meetings. Use these charts as guidelines when you facilitate team meetings.

Facilitative Style

Did the facilitator:	Yes	No
Speak clearly and use simple sentences?		
Talk with the group, making eye contact?		
Discuss with, rather than talk to?		
Develop rapport?		
Use good examples?		
Bring out information and ideas?		
Use open-ended questions?		
Appear responsive to the needs of the group (willing to put aside own agenda if necessary)?		

Transitions

Did the facilitator:	Yes	No
Move from one topic to the next without being abrupt?		
Show how one topic relates to the previous topic?		

Pacing

Did the facilitator:	Yes	No
Maintain high energy throughout?		
Avoid appearing rushed or under time pressure?		
Allow enough time for the topics addressed?		

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Facilitating a Team Meeting

Delivering Content and Instructions

Did the facilitator:	Yes	No
Introduce content step-by-step?		
Use visuals or demonstrate as necessary?		
Review instructions with the group?		
Give team members time to formulate their ideas and responses?		
Ask for questions after delivering content or instructions?		

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