

Your Total Coach

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This book is based on two principles : coaching is about raising performance and is based on psychological principles.

Coaching' focus is to raise performance.

A person's thinking is a key determinant towards the ultimate level of performance.

John Whitmore said “ Coaching is unlocking a person’s potential to maximise their own performance.It is helping them to learn rather than teaching them”

**Clarifying expectations is essential
at the outset to coaching.**

Goals are one of the fundamental building blocks for coaching. The coach adds value by giving multiple perspectives.

Awareness and responsibility lie at the heart of coaching. The coaching depends on raising the awareness, and awareness leads to responsibility.

Listening is the heartbeat of the coaching conversation, without effective listening, we cannot coach.

Listening doesn't stop with the ears. Listening is about :

Listening with the EARS

Listening with the EYES

Listening with the HEART

**Feedback is one of the
greatest gifts that one
person can give another.
Quality feedback leads to
generating higher
awareness**

Empathy and showing empathy is an essential ingredient in coaching. It is a continuum between apathy and sympathy.

ApathyEmpathy.....Sympathy

Apathy is where we can't be bothered. The other person's perspective doesn't matter. It is not a place for the coach to be in. The other end is sympathy. In a sympathy mode, the coach is taking on the problems and that's not good.

Empathy is the ability to see the world from the other person's perspective. It is sometimes described as walking for an hour or so in the other person's shoes.

Learning to let go of judgement is one of the fundamentals for effective coaching. It requires acceptance of the other person. It is too easy to write off individuals or teams in terms of their performance.

Known only to self, ie the private world, hidden from others	Public, what others know and u also know about yourself.
Unknown to both u and others	Blind spot, not known to you, known to others

Self

Others

yes	Most common mistake of managers, this is comfort with routine	Do now	
Urgent			
No	Forget it	Think through clearly, more long term	
	no	Important	yes

**Coaching is goal focused,
seeks to raise performance
and energy and is positive.**

Self disclosing is an important step in coaching self development, this helps build trust.

**The top coaches are always
'people people'. Their ability to
connect effortlessly and maturely
with people helps them win.**

**Performance=Potential
| minus Interference**

Coaches work with their people to reduce interference, this is usually focus, distractions, time and discipline management etc.

Challenge and Support

	hi	Most used, mostly bullying leaders	Rare , but gets best results	
Challenge	lo	Indifferent, typical of bureaucratic forms.	Abdication	
		lo	Support	hi

Emotional Intelligence combines head and the heart. It integrates thoughts and feelings.

**The presence and use of silence
helps create significant learning in
coaching.**

**True coaching needs
commitment from both
sides. A commitment to
be in a better place than
before!**