

5 TIPS FOR COACHING OTHERS

Coaching is a way of supporting others to maximise their 'personal and professional potential'. For some, being a 'coach' is their profession. But we can all help coach those around us: in our jobs, our communities and our homes. In turn, we can help them to see their strengths, move past their challenges, and uncover solutions. Here are some coaching principles to help you do this.

1. LISTEN WELL

Many people think they're a good listener. But there are different kinds of listening, and not all of them are good! Have a look at the 5 "levels of listening" listed below. Which one sounds most like you when you listen? And what can you do to move towards 'active' listening?

Interrupting. Not even allowing someone to finish their thought.

Hijacking. Stealing the agenda by saying what happened to you in a similar situation.

Advising. Giving advice to someone before you have properly understood the issue they are talking about, and have first supported them to come up with their own solutions.

Attentive. Listening and inviting more from the speaker - allowing them to

think well.

Active. Listening between the words for things unsaid; listening to silences; facilitating the speaker's self-learning and awareness.

2. ASK GOOD QUESTIONS

A good question encourages reflection and self-awareness in others. To help you ask good questions, try to think of questions that start with 'what', 'where', 'when', 'who', 'why' and 'how'. Be careful of questions that start with 'why' though, because sometimes they can sound accusing or judgmental e.g. 'why did you do that?'. Ask yourself, is there a way to reframe a 'why' question? e.g. "what was your motivation for doing that?". And don't ask a question for the sake of filling silence – ask a question because it will help to uncover feelings, realities and

solutions. When a person gives a response to your question, don't just go on to the next question in a list. Find a new question that builds on what they've just said. This shows you're listening well.

3. EMPATHISE

This is our ability to put ourselves in another person's shoes, and to appreciate what they might be feeling or going through. As well as thinking about what to do in a situation, we should keep in mind how someone might feel. Remember, we might not always agree with the person we're empathising with – but we're trying to see the world from their eyes for a moment. This can help us to support them in their decision-making.

4. REFLECT AND SUMMARISE

It can be useful to take the main things in what you hear, and repeat them back to the person you're listening to. It shows that you're listening and

comprehending what they're saying, and more than that, it can help them review and correct their thoughts, and see them more objectively.

5. GET PAST 'LIMITING BELIEFS'

A 'limiting belief' is a belief a person has which they might not even be aware of, but which holds them back. With the right questions, you can help them discover this belief, which can enlighten them, and help them move forward. For example, someone might tell you about a goal they have, but say 'I don't have the right qualification for it'. With further questions, you could discover that the qualification is not the real issue. The real issue is their limiting belief that they are 'not good enough'. Be aware that talking about limiting beliefs can be emotional for some, and so you should only do this if you have built up a trusting relationship.

[Written by Arukah Network Mentor and Coach Elizabeth Wainwright](#)