



Six Coaching Interventions

Adapted from Heron, J. (2001). Helping the Client: A Creative Practical Guide. London: SAGE Publications.

Style	Push or Pull	What It Is	When You Use It
Prescribing	Push	Give directions, advice/or recommendations to the learner	<ul style="list-style-type: none">• If the client lacks confidence• If the client is unable to direct their own learning yet• If there are legal, safety, ethical, quality guidelines
Informing	Push	Giving information and knowledge to the learner	<ul style="list-style-type: none">• Showing where to find extra help, information• Supply missing facts• Explaining what just happened• Telling your own experiences
Confronting	Push	Challenging the client's assumptions: stimulating their awareness of their own behavior, attitudes or beliefs	<ul style="list-style-type: none">• To show consequences of the client's actions• To challenge the client to re-think assumptions• To raise the client's awareness of others perceptions• To boost the client's confidence by affirming success
Cathartic	Pull	Helping the client to release tension and to release or come to terms with emotions which are blocking their progress	<ul style="list-style-type: none">• If the client is afraid of risk or failure• If the client feels incompetent• If the client is frustrated, unmotivated
Catalytic	Pull	Helping the client to self-discovery, to self directed learning, and to solving their own problems	<ul style="list-style-type: none">• To achieve a deeper level of understanding• To encourage the learner to take responsibility• To promote motivation and commitment
Supporting	Pull	Building the client's self-esteem, self-confidence and self-respect	<ul style="list-style-type: none">• To build morale and self-confidence• To encourage risk taking• To reward success, promote further learning

Six Categories of Coaching Interventions

Sample statement stems and questions

Prescriptive (directing behaviors)

- I really think you should... because...
- Have you thought about...
- Research suggests that ____ would work well here.
- In my experience the most effective way to ____ is ____.
- I predict that if you ____ then ____.
- It seems really important to/that...
- I'd like to offer ____ for you to try.
- Given those outcomes it seems like the most logical next step is to...
- I think we need to...
- Can we see how ____ would work?
- This is how you...
- Here would be my recommendation.

Informative (bringing attention to)

- Did you know that...? Are you aware of/that... (Offer informative info...)
- Given this situation...you might be interested in... (more informative)
- Given this situation...something that's effective is...[or] research says...(more prescriptive)
- A great resource for ____ is...

Confronting (surface conflicts as a way to support growth)

- Can I push your thinking a little bit around...?
- We seem to be talking about the same concern again. Do you know what is keeping you from acting on that?
- This data conflicts with your expected outcome. What are you thinking about that? What action are you prepared to take?
- How is this problem within your control?
- Here's something I've noticed...
- I know you've identified ____ as important/something you care about. My observation is ____.
- It may be/It's time to consider...
- What were you hoping to achieve by...?
- Here's a disconnect I see...
- I hear an assumption in that, can I check that?
- I worry you're making a "bad" move, may I tell you why?

Cathartic (opportunity to remove a block)

- How are you doing?
- What's going on for you right now?
- I sense ____ is that accurate?
- You named _____. Can you say more about that?
- I heard you use (these words)
- Tell me a little bit more about why this is ____ for you?
- You seem to have some energy around ____.
- It seems like there may be something you are not saying...
- What about ____ is hard for you?
- When you think about ____ what comes up for you?
- It seems like this is really hard for you...

Catalytic (opportunity to draw out)

- Tell me how you understand the problem.
- What makes this problem confusing? Different? Familiar? Surprising?
- What has your experience been with...
- What matters most to you about...?
- What's your vision for...?
- What's your theory of action?
- What makes you think that ____ will result in ____?
- How are you thinking about ____?
- How might you (do/approach)...?
- What would you learn by...?
- What fears come up when you think about (doing) ...?
- What would you need to do to prepare yourself for...?
- When have you been successful...?
- What has been challenging about this in the past for you?
- What outcome would you be looking for?
- What would success look like for you?
- What would be necessary for you not to make this move?
- Where/When have you had success?
- Based on where you want to go, how important is ____ as a vehicle for change?

Supportive

- I want to share a strength I've noticed in your teaching...
- It sounds like you... handled that well (with confidence...) in a way that got to the results.
- I hear your concern/energy...
- What do you see as some of your strengths as a leader?
- Going into this...what are you feeling confident about...?
- How are you feeling about...?