# Six Coaching Interventions


<table>
<thead>
<tr>
<th>Style</th>
<th>Push or Pull</th>
<th>What It Is</th>
<th>When You Use It</th>
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</table>
| Prescribing | Push         | Give directions, advice/or recommendations to the learner                                                                                                                                                 | • 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                                                                                                                                                           | • 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                                                                                           | • 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                               | • 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                                                                                                         | • 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                                                                                                                                       | • 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...?