

**OBJECTIVE:** To support a forum member to uncover the core of their issue so they can effectively present the relevant background, emotions and current situation to the forum to find resonant experiences.

**PRE-WORK:** Presenter to complete the Presenter's Worksheet or otherwise invest time to define their struggle or opportunity before they meet for a coaching conversation.



## SPECIFIC TIPS:

Ask one question. Listen to that answer. Really listen – don't think ahead to the next question. Listen with your ears, eyes and heart to the current answer. What are the words and tone of voice you hear, body language and facial expressions you see, and the emotions you feel and connect with?

Silence is powerful. When an answer doesn't come right away, embrace the silence, wait. Don't 'help' by suggesting. They have their own answers, thinking time helps find them.

Simple coaching questions help you listen, not think ahead or try to lead the presenter to see the situation as you do. Seek to understand not to influence.

## COACHING TIPS AND WORKSHEET

**Total Time:** 45 - 60 min

**Setting:** Private, distraction free

**Intention:** Listen curiously for inner struggle, not to analyze or solve

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2 min	Clear mind, connect, set intention
10 min	Listen to presenter explain situation
30+ min	Ask coaching questions, listen actively for core struggle, emotions, the important thread
3 min	Complete worksheet

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Becoming a great coach is a lifelong journey, using fully present, curious listening. It is important to be appreciative, open and immersed. We are listening to understand and resonate with feelings and emotions, not solve the problem.

Your coaching objective is clear, effective presentations, not fixing or eliminating the challenge. No experience sharing while coaching. Explore for depth don't dig for details.

1. What is on your mind?
2. What else? (feelings?)
3. What's the real challenge here for you?
4. What future result do you hope for?

Reflect what you hear. Don't listen to respond, listen to understand. Summarize what you hear – no assumptions. Rephrase with words they used. Mention body language you noticed. Repeat the feeling words you heard. Ask for descriptive feeling words. Ok, fine or "I don't know" are not insightful feelings.

Ask until they articulate the real challenge for them - not for the company, their family or other people involved. The challenge for THEM. What is hard or scary or exciting for

them? Does this challenge a belief they hold, a habit or a relationship?

Ask “What?” questions rather than “Why?” questions. Being connected to our ‘Why’ is powerful, but asking someone ‘Why’ they are doing or thinking or saying something usually feels like an attack and provokes a defensive response rather than deeper thought.

It can feel vulnerable or scary to be open about our weaknesses and let the people around us see our problems. In reality, they already see them. When the people in our lives don’t believe we see our own challenges (or we really don’t see them) they become a battleground or a source of silent resentment.

Finding our core challenges, limiting beliefs or perspectives, or how we are hanging onto being right rather than finding a collaborative future is eye opening and shifts the game. Forum is an opportunity for that shift. A coached presentation is far more likely to generate useful experiences, perspectives and shifts than the presenter just talking.

When we share our path forward with others, we become allies. We can work together to see the world through many lenses and find better ways to understand each other and be collaborative.

## **COACHING WORKSHEET:**

### **Complete in collaboration with the Presenter:**

This coaching worksheet is the useful information for you, the coach, to share with the forum to set the stage and open the space for the presenter to tell their story.

### **Summary of opportunity or challenge:**

A single sentence that really captures where the excitement or hurt or fear is found. Why exactly this so important?

### **What I learned through this conversation:**

What did you notice, observe or feel through the conversation that may not be part of the presenter’s story or perspective, but is very important for you – and likely them – to understand. Was there a sensitive spot? An ah ha? Something you gained new appreciation or respect for?

### **Powerful emotions:**

What are the specific emotions that were most powerful – positive or hopeful on the left and negative or fearful on the right. Note these as you listen and transcribe the most important ones here to share with the forum.

### **Outcome:**

What are the hopes and fears that the presenter shared – summarized into a sentence or two.

### **Questions of Essence:**

What are the questions that the presenter is asking themselves. These are not to limit or constrain the stories to be shared, but to provide information.