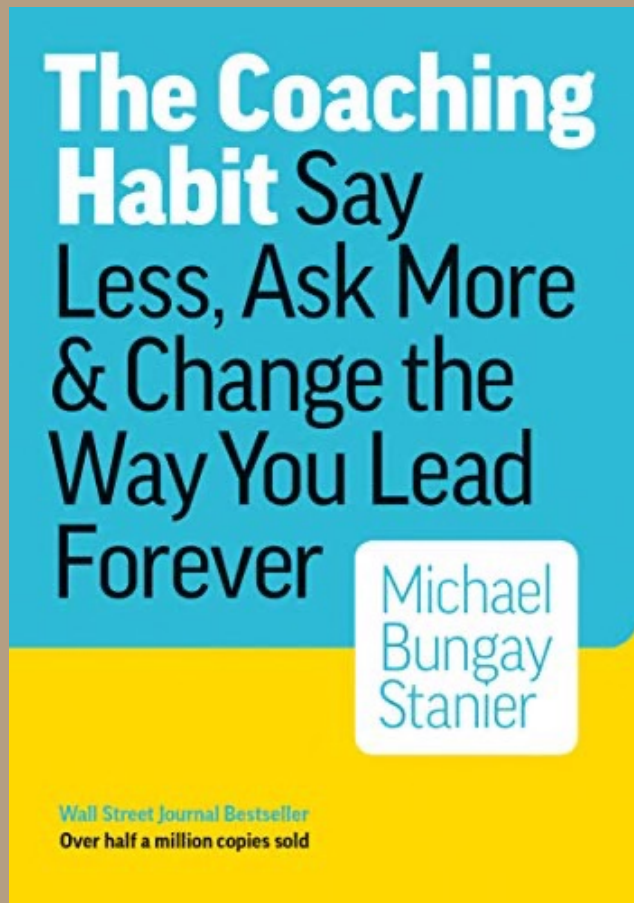


NOTES FROM



THE COACHING HABIT

A DIGITAL SUMMARY*

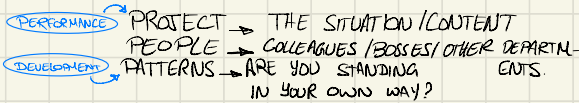
QUESTION MASTERCLASS # 1:

ASK ONE QUESTION
AT A TIME.

Q1: THE KICKOFF Q.

WHAT'S ON YOUR MIND?

THE 3P MODEL FOR DEEP FOCUS



BUILD YOUR HABIT

WHenever I.....

I'll ask: WHAT'S ON YOUR MIND?
IF NEEDED, I'll move on to the
3P MODEL.

QUESTION MASTERCLASS # 2:

CUT THE INTRO AND ASK
THE QUESTION

NO JAMES BOND
MOVIE STARTS SLOWLY

IF YOU MUST PREFACE THE
QUESTION, TRY:
OUT OF CURIOSITY

Q2: THE AWE Q.

AND WHAT ELSE?

THE FIRST ANSWER YOU GET
IS ALMOST NEVER THE ONLY
ANSWER AND RARELY
THE BEST.

ASKING "AND WHAT ELSE?"
TAMES THE ADVICE MONSTER
AND BREAKS THE ADVICE-
TENDENCY CYCLE.

PRACTICAL TIPS:

① ASK IT ONE MORE TIME.
MAYBE 3-5 TIMES

② RECOGNIZE SUCCESS.
WHEN SOMEONE SAYS:
THERE'S NOTHING ELSE.

③ MOVE ON WHEN IT'S TIME.
WHEN YOU FEEL THE ENERGY SHIFT.

④ "IS THERE ANYTHING ELSE?"
IS A GOOD VARIATION TO INVITE CLOSURE.

BUILD YOUR HABIT

WHenever I FEEL LIKE I'M READY
TO PROVIDE A SOLUTION, I'll PAUSE
AND ASK: AND WHAT ELSE?

→ Q3: THE FOCUS Q.

WHAT'S THE REAL CHALLENGE HERE FOR YOU?

HELPS WHEN YOU'RE OVERWHELMED WITH CHALLENGES AND DON'T KNOW WHERE TO START.

HELPS IF THEY KEEP TALKING ABOUT A THIRD PERSON AND NOT ADDRESSING A CHALLENGE

→ QUESTION MASTERCLASS #4

STICK TO QUESTIONS THAT START WITH "WHAT".

WHY PUTS THEM ON THE DEFENSIVE

YOU ASK WHY BECAUSE YOU WANT TO SOLVE THE PROBLEM

→ BUILD YOUR HABIT

WHEN I'M TEMPTED TO ASK WHY, I WILL REFRAINE IT TO A "WHAT" Q.

→ Q4: THE FOUNDATION Q

WHAT DO YOU WANT?

CAN YOU GUESS THE NEED?

- WE OFTEN DON'T KNOW WHAT WE WANT
- IF WE DO KNOW IT, IT'S OFTEN HARD TO ASK.

→ 9 UNIVERSAL NEEDS

- | | |
|--------------|-----------------|
| ① AFFECTION | ⑥ UNDERSTANDING |
| ② CREATION | ⑦ PARTICIPATION |
| ③ RECREATION | ⑧ PROTECTION |
| ④ FREEDOM | ⑨ SUBSISTENCE |
| ⑤ IDENTITY | |

A MEASURE OF HOW SAFE THEY FEEL IN THE CONVERSATION

T	E	R	A
TRIBE	EXPECTATION	RANK	AUTONOMY
ARE YOU ON MY SIDE?	CAN I SEE THE FUTURE?	ARE YOU MORE IMPORTANT THAN ME?	DO I HAVE A CHOICE?

→ BUILD YOUR HABIT

WHENEVER I FEEL LIKE THE CONVERSATION ISN'T GOING ANYWHERE OR THAT WE'RE STUCK, I WILL ASK: WHAT DO YOU WANT?

BONUS POINTS IF YOU SAY WHAT YOU WANT AS WELL

→ QUESTION MASTERCLASS #5

GET COMFORTABLE WITH ECHOING, ENDLESS SILENCE AFTER ASKING THE QUESTION.

BITE YOUR TONGUE!

→ Q5: THE LAZY Q

HOW CAN I HELP?

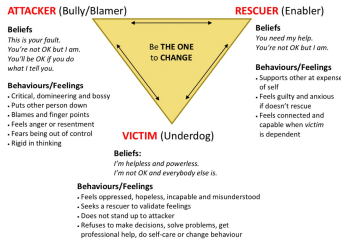
WHEN YOU OFFER HELP, YOU'RE RAISING YOUR OWN STATUS AND LOWERING THEIRS

DON'T ASSUME YOU KNOW WHAT THEY WANT.

Stop the Drama!

We tend to move around the triangle until **ONE** of us changes; until **ONE** of us communicates in a clear and healthy pattern.

1. Stop!
2. Notice what role you are in.
3. Move out of the triangle to a clear and healthy role.



Solutions
for Resilience

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Flip the Page and Flip the Roles

From **VICTIM**
(Underdog)
to **Survivor/Thrivor**
with Resilience

Example:

1. **State What You Want:**
I want more time to finish the task.

2. **Keep Agreements:** if someone helps you, do your part by following through.

3. **Ask Yourself:** How can I get what I really want in a healthy way?

4. **Count Your Blessings:** Acknowledge your strengths, what you have and what is going well.

REMEMBER: You make you! You are lovable, capable, and resilient.

From **ATTACKER**
(Bully/Blamer)
to **Challenger**
with Assertiveness

Example:

1. **State Your Boundaries:**
I have 20 minutes to talk and listen.

2. **Active Listen:** I hear a problem delayed you.

3. **Make Expectations Clear:** I want you to keep your agreement. Please have it done by Tuesday.

4. **Provide Choices:** You will keep your agreement or I will arrange for someone else to do the task. You choose.

REMEMBER: You make you! The only person you can change is yourself.

From **RESCUER**
(Enabler)
to **Coach**
with Empathy

Example:

1. **State Your Boundaries:**
I have 20 minutes to talk and listen.

2. **Ask What Support is Wanted:** How do you imagine I can help?

3. **Active Listen:** I hear a problem delayed you.

4. **Affirm Resilience:** I have seen you succeed.

5. **Provide Choices:** You will keep your agreement or I will arrange for someone else to do the task. You choose.

REMEMBER: You make you! The only person you can change (fix) is yourself.

If you are stuck and cannot move out of a victim, attacker or rescuer role attend a personal development event or arrange for professional help!

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Adapted from *The Drama Triangle* by Stephen Karpmen
Read more details in *Relationship Drama Part 1* and *Relationship Drama Part 2*
at <http://SolutionsForResilience.com/ling>

Q6: THE STRATEGIC Q.

IF YOU'RE SAYING YES TO THIS, WHAT ARE YOU SAYING NO TO?

STRATEGY IS DECIDING WHAT NOT TO DO.

BUILD YOUR HABIT

WHENEVER SOMEONE REACHES OUT TO ME ASKING FOR ADVICE, I WILL EXPLORE BEFORE GIVING ADVICE: WHAT ARE YOUR THOUGHTS? AND ASKING: HOW CAN I HELP?

QUESTION MASTERCLASS 6

ACTUALLY LISTEN. AND WHEN YOU GET DISTRACTED, COME BACK AND LISTEN AGAIN.

THE 3P MODEL:

PROJECT → WHAT PROTECTS DO YOU NEED TO ABANDON?
PEOPLE → RELATIONSHIPS / EXPECTATIONS
PATTERNS → WHAT HABITS YOU NEED TO BREAK?

HOW TO SAY NO WHEN YOU CAN'T SAY NO?

- ① SAY YES MORE SLOWLY. BE CURIOUS AND ASK MORE QUESTIONS.
- ② SAY YES TO THE PERSON. SAY NO TO THE TASK.

→ BUILD YOUR HABIT

WHENEVER SOMEONE IS COMMITTING TO SOMETHING NEW, INSTEAD OF RUSHING INTO ACTION, I WILL ASK WHAT ARE YOU SAYING NO TO TO SAY A ROCK-SOLID YES TO THIS? L

ACKNOWLEDGE THE ANSWERS YOU GET.
BEFORE YOU LEAP INTO: AND WHAT ELSE?

SUGGESTIONS:

- FANTASTIC.
- Hmm.
- YES. THAT'S GOOD.

→ Q7: THE LEARNING Q

WHAT WAS MOST USEFUL FOR YOU?

DOUBLE-LOOP LEARNING
BECAUSE PEOPLE FORGET.
THE ANSWER IS FEEDBACK 4 U.

A G E S
ATTENTION GENERATION EMOTION SPACING

TAKING TIME & EFFORT
TO GENERATE ANSWERS

INTERRUPT THE PROCESS OF
FORGETTING.

→ BUILD YOUR HABIT

WHENEVER I THINK A CONVERSATION IS ENDED, I WILL ASK: WHAT WAS MOST VALUABLE FOR YOU?

→ QUESTION MASTERCLASS 8

QUESTIONS WORK JUST AS WELL
TYPED AS THEY'RE SPOKEN.

AHMAD EL SHAZLY

JULY 31st 2022