



EASIER Coaching

Skills for building agency, awareness and intent



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Why have coaches?

PERMISSIVE:

I'm not responsible for my actions because I'm free to do whatever I want without consequence

Control

CONTROLLING:

I'm not responsible for my actions because they are manifestations of your instructions





Why have coaches?



What's the surest way to screw the pooch?

Evaluation

That was good



That was bad

So instead deal in...

Information

What's happening?



What's not happening?

Interpretation

Why?



So what?

Emotion

Boo



Hurray

Action

What can you do?



What do you need?

Building agency, awareness and intent

STEP 1: REFLECT

MODE: Empathetic listening

*FOCUS: Discovering the who behind
the why behind the what*

- Facts, Feelings & Needs
- No Challenge or Judgement
- Noticing & Exploring Emotions
- Clarifying & Focusing In
- Summarising & Playing Back

*** Emotion**

STEP 2: REFRAME

MODE: Non-evaluative (reflective) feedback

*FOCUS: Blindspots and energy to act;
emphasis on empiricism, empathy
and mutuality*

- Views of Others
- Views of Success (win-lose / win-win)
- Sources of Friction
- Emerging Energy to Act

*** Empathy**

*** Empiricism**

STEP 3: RESPOND

MODE: Generative listening

*FOCUS: Leveraging the energy to act;
making concrete*

- Ways Forward
- Favoured Way Forward
- Definition of Done
- Support Needs
- Next Actions & Timeline

*** Energy**

*** Experimentation**



What if...

- You're short on time?
- You're in a team environment?
- You can't get people to share?
- Etc.



Confirmation Practices

Statements, scored 1-5, surfacing perspectives for shared sense-making

- We are working on the right things.
- We are working on the right number of things.
- I am delighted with our progress.
- I am delighted with our impact.
- We are making the most of our strengths.
- We are looking after each other.



EASIER Conversations





In summary...

From...

Providing
Evaluative
Feedback

Accountability

To...

Supporting
Accurate
Reflection

Responsibility

In summary...

Deal in:

- responsibility, not permission.
- information, interpretation and emotion, not evaluation.
- commitment to action, not wishful thinking.



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