

COACHING BASICS AND COMMUNICATION SKILLS



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What is coaching?

Coaching is a collaborative, solution- and future-oriented process in which the coach uses questions to help the client find their own solutions.

During coaching, the coach:

- Does not give advice or ready-made solutions
- Helps with self-reflection by asking questions
- Supports the exploration of the client's own resources
- Assists in setting and achieving goals
- Views the client as a partner

Coaching

- ◆ Asks questions
- ◆ Facilitates
- ◆ The client finds the solution
- ◆ Future-oriented
- ◆ Equal relationship

Advising

- ◆ Gives advice
- ◆ Directs
- ◆ The consultant provides the solution
- ◆ Problem-oriented
- ◆ Hierarchical relationship



The role and attitude of the coach



Facilitator

The coach does not manage, but facilitates the client's thought process and helps them find their own solutions.



Questioner

The coach helps the client to gain a deeper understanding and discover new perspectives by asking powerful, thought-provoking questions.



Active listener

They are fully present, listen to the client and help them to reflect on themselves through their feedback.



Partner

It creates an equal relationship, where the client is the expert in their own life and the coach is the expert in the process.



Creates a safe space

Creates an environment where the client can think freely, experiment and develop.



Basic communication skills

Effective coaching conversations are based on excellent communication. The following skills are essential:

Active listening

Listening with full attention, without judgement, and noticing verbal and non-verbal cues.

Effective questioning

Formulating open-ended, thought-provoking questions that lead to new insights.

Giving feedback

Constructive, supportive feedback that encourages self-reflection and development.

Emotional intelligence

Recognising, managing and responding appropriately to your own and others' emotions.

Clarification and summarisation

Clarifying and summarising what has been said to ensure mutual understanding.



Building empathy and trust

Empathy

Empathy is the cornerstone of coaching, enabling deep connection and understanding.

- ✓ Listen actively, with full presence
- ✓ Recognise and validate emotions
- ✓ Avoid judgement and criticism Put
- ✓ yourself in the other person's shoes

Building trust

Trust is the foundation of an effective coaching relationship, creating a safe space for growth.






- ✓ Keep your promises and be consistent Ensure
- ✓ confidentiality and discretion
- ✓ Be authentic and honest in your communication
- ✓ Show respect and acceptance

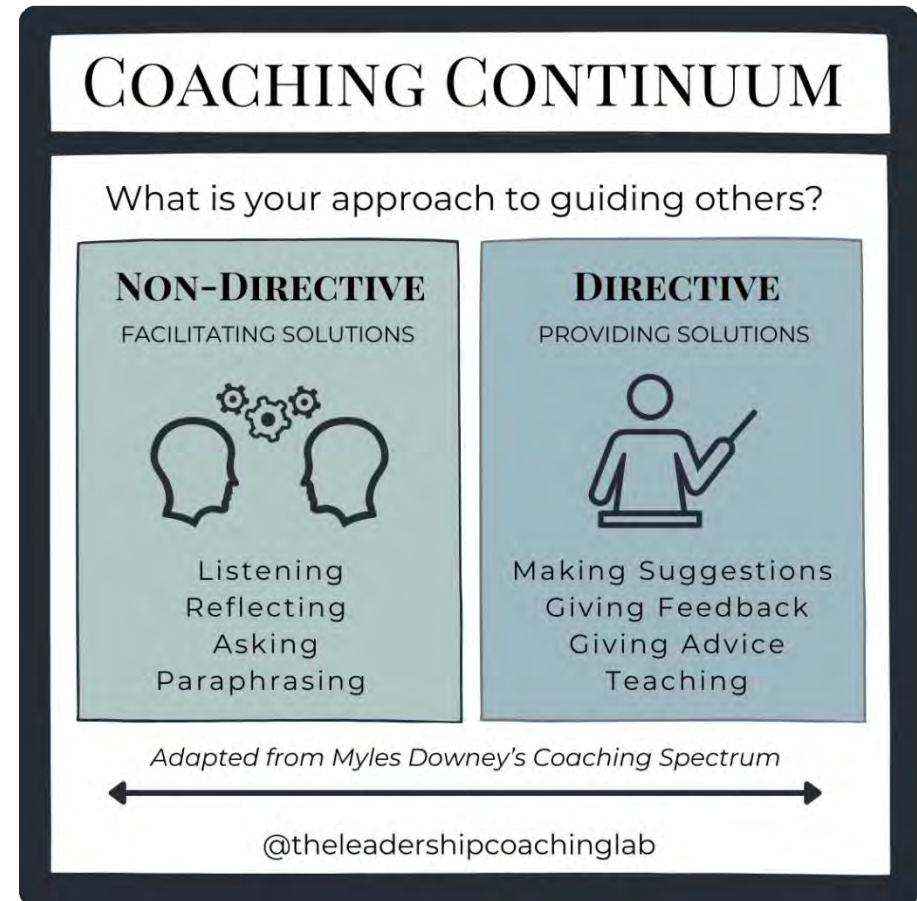


Non-directive approach

In non-directive coaching, the coach does not give advice or ready-made solutions, but helps the client find their own answers by asking questions.

The basic principles of the non-directive approach are:

-  The client has the resources and knowledge necessary to find their own solutions
-  Good questions are more effective than advice or instructions
-  Independent insights lead to deeper learning and more lasting change
-  Respect for the client's autonomy and responsibility
-  The coach's role is to support the process, not to control the content



Framework for coaching conversations

A coaching conversation is a structured process that helps the client achieve their goals. One of the most widely used frameworks is the GROW model.

G Goal

Defining the goal of the conversation. What does the client want to achieve by the end of the conversation? What long-term goal does this serve?

R Reality

Assessing the current situation. Where is the client now? What resources do they have? What obstacles are they facing?

O Options

Exploring possible solutions. What options does the client have? What alternative paths can lead to the goal?

W Will

Developing a concrete action plan. What will the client do? When? How will they measure progress?



Application in youth work

Supporting independence

The coaching approach helps young people find their own solutions, thereby increasing their independence and sense of responsibility.

Decision-making development

By using questioning techniques, we can help young people aged 16-20 to make more informed decisions and think through the consequences.

Clarifying goals

Coaching conversations help young people clarify their goals and formulate concrete steps to achieve them.

Boosting self-confidence

The non-directive approach and belief in young people's own solutions increase their self-confidence and sense of competence.

💡 Tip for youth workers

During coaching conversations, give young people time to think. Silence is not empty time, but a valuable opportunity to start internal processes.



Summary

The basics of coaching

Coaching is a collaborative, non-directive process in which the coach uses questions to help the client find their own solutions.

Key skills

Effective coaching is based on excellent communication, active listening, empathy, trust building, and a non-directive approach.

Coaching conversation framework

The GROW model (Goals, Reality, Opportunities, Action) provides a structured framework for coaching conversations.

Next steps

- Practise active listening and effective questioning techniques in your everyday conversations
 - Apply the GROW model in supportive conversations with young people
- Continue learning with the following modules: "Active listening and questioning techniques" and "Supporting goal setting and motivation"

