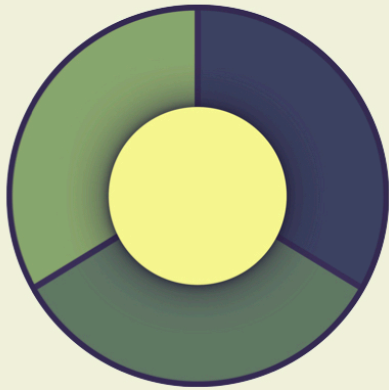
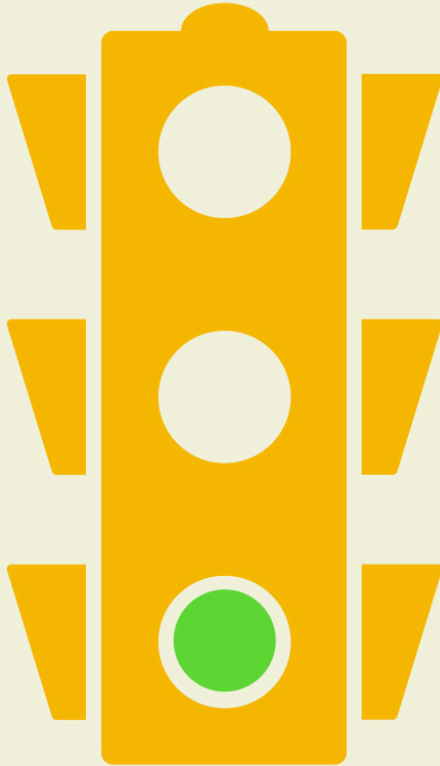


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Facilitating Client Growth 101

Markers of Success



START with the Agreement

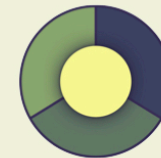
S - **Subject**

T - Potential for **Transformation**

A - **Areas** to Address


R - Measurable **Result** of Session

T - **Team-Up!**



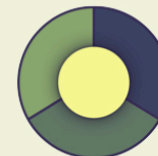
Facilitating Client Growth: Progress

8.1: Coach invites or allows the client to explore progress toward what the client wanted to accomplish in this session.

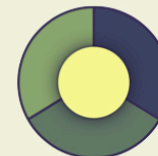
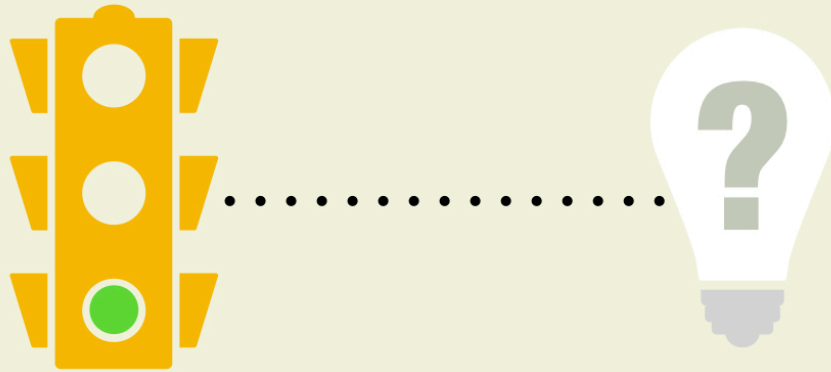
.....  8.2: Coach invites the client to state or explore the client's learning in this session about themselves (the who).

8.3: Coach invites the client to state or explore the client's learning in this session about their situation (the what).

<https://coachfederation.org/pcc-markers>



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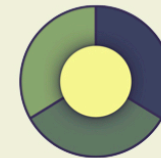
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A Coach Should Check in Regularly

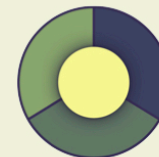
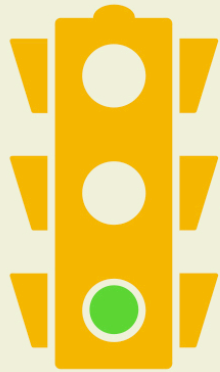


“Where would you like to take the session next?”

“What would you like to do with what you have come up with here?”



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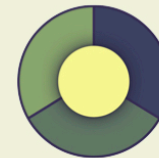
Facilitating Client Growth: Application



8.4: Coach invites the client to consider how they will use new learning from this coaching session.

8.5: Coach partners with the client to design post-session thinking, reflection or action.

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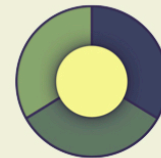
Facilitating Client Growth: Planning



8.6: Coach partners with the client to consider how to move forward, including resources, support or potential barriers.

8.7: Coach partners with the client to design the best methods of accountability for themselves.

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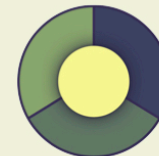
Facilitating Client Growth: Partnership



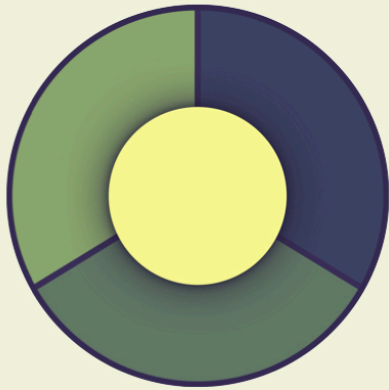
8.8: Coach celebrates the client's progress and learning.

8.9: Coach partners with the client on how they want to complete this session.

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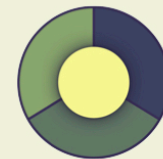


Facilitating Client Growth - Taking Effective Action 101 SMART Planning and Beyond



SMART

S - Specific



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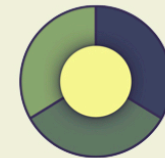
Based off of George T. Doran's work, *Management Review* 1981

S - Specific

Sample Questions



- What specifically will you do?
- What's a one sentence summary of this action you want to take?
- Out of all of the options we talked about, what's the one specific one you want to take?



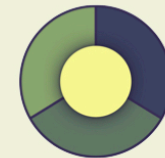
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SMART

S - Specific

M - Measurable



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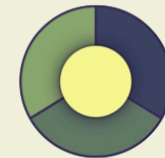
Based off of George T. Doran's work, *Management Review* 1981

M - Measurable

Sample Questions



- How would you measure progress towards completing this?
- How will you know you are on the right track?
- What could you do to track your progress?



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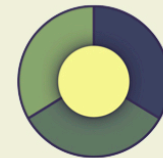


SMART

S - Specific

M - Measurable

A - Attainable



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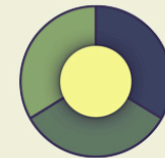
Based off of George T. Doran's work, *Management Review* 1981

A - Attainable

Sample Questions



- How could you rephrase this to focus on your role in getting this done?
- What part do you play in accomplishing this?
- What will be the right balance between challenging and doable?



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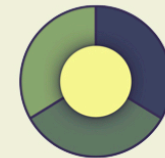
SMART

S - Specific

M - Measurable

A - Attainable

R - Relevant



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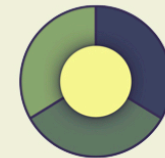
Based off of George T. Doran's work, *Management Review* 1981

R - Relevant

Sample Questions



- Why bother taking this step forward?
- What makes this experiment so important to you?
- Could I challenge you on this?
...Do you really want to do this?



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SMART

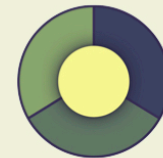
S - Specific

M - Measurable

A - Attainable

R - Relevant

T - Time-Specific



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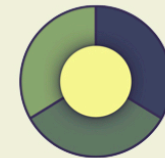
Based off of George T. Doran's work, *Management Review* 1981

T - Time Specific

Sample Questions



- When will you do this?
- What's the timeline for this plan?
- Looking at the next two weeks, when do you want to accomplish each piece of your action plan?

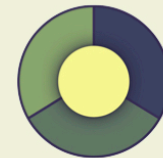


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Based off of George T. Doran's work, *Management Review* 1981

Beyond SMART

Further Learning



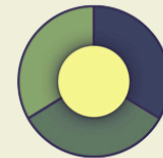
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Learning

Sample Questions



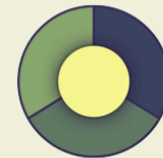
- What are you learning about yourself now that you have come up with a plan/solution here?
- What will you be able to learn by following through with this plan?





Beyond SMART

Further Learning
Pivots and Adjustments



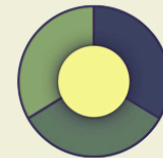
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Pivots and Adjustments

Sample Questions



- How will you know if you need to change direction
- What might get in the way?
- How will you overcome obstacles?



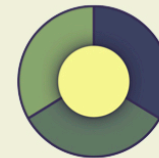


Beyond SMART

Further Learning

Pivots and Adjustments

Accountability



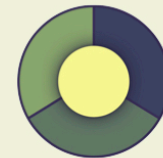
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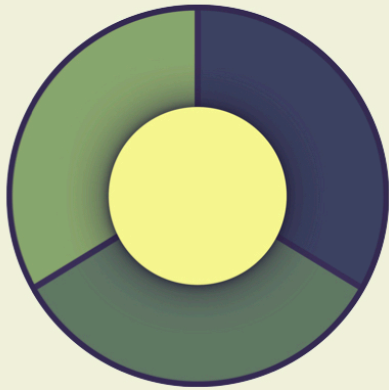
Accountability

Sample Questions



- How will you hold yourself accountable to your goal?
- What will help you remember to follow through?
- Who can you partner with to help you move forward with your plan?



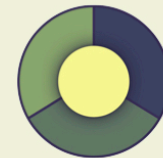
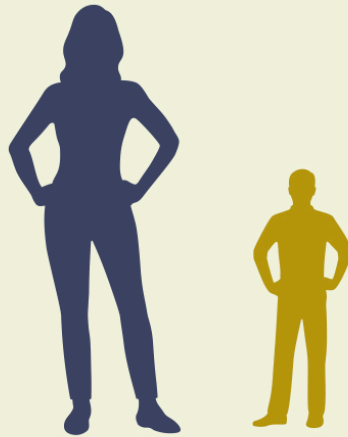


Facilitating Client Growth - Taking Effective Action 101

3 Approaches to Accountability

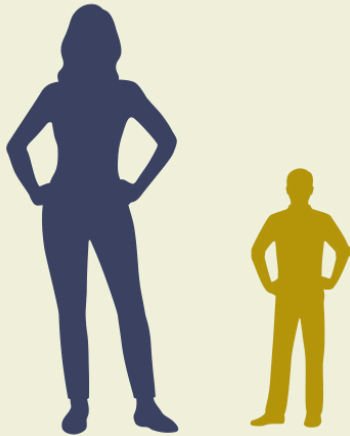
3 Approaches to Accountability

Parental Approach

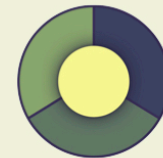


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Parental Approach

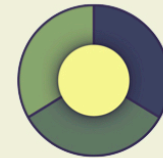
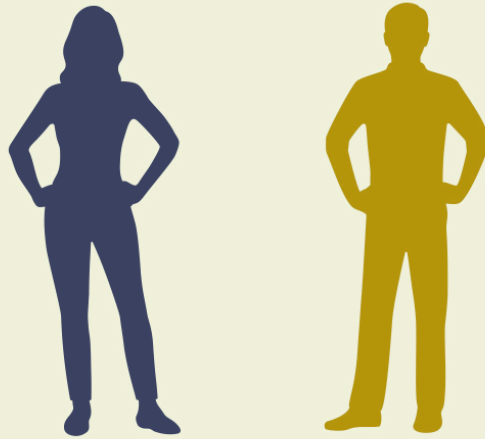


- When will you let me know?
- When should I check in on you?
- How will you check in with me?



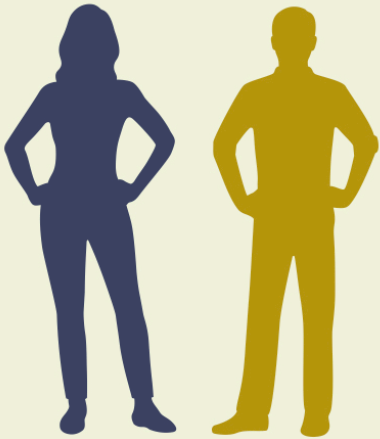
3 Approaches to Accountability

Co-Designing Approach

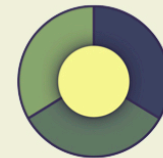


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Co-Designing Approach

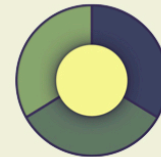


- How do you want to hold yourself accountable?
- How do you want to make sure you stay committed this next week?
- Who will you check in with?
- What system could you set in place?



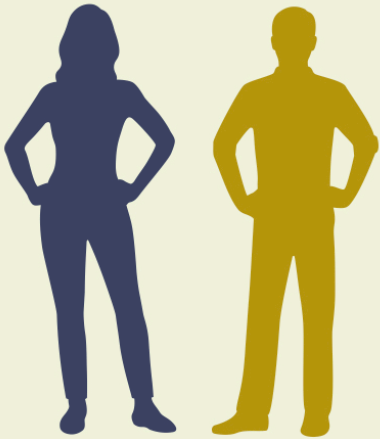
3 Approaches to Accountability

Full-Trust Approach

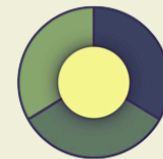


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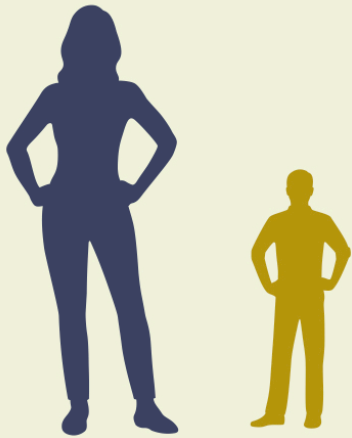
Full-Trust Approach



- After working with a client for some time when the client has demonstrated a great deal of consistency
- When working with an experienced client who designs less accountability with the coach
- Checking In: "How satisfied are you with how you have been holding yourself accountable?"

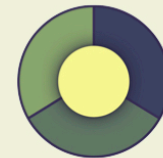


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Parental Approach

Sometimes this more direct approach can be utilized for a few sessions in partnership with the client after a pattern of not following through.



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