

## Craig's top tips on bringing coaching to life

### What's it all about?

At some point in our lives, we may need help in developing areas such as improving confidence or being better at something we do. This can be a challenge to fit in with busy lifestyles, and finding the answer on what to do can be even trickier. This is where coaching can help. It's a series of techniques and a mindset that will help anyone achieve their realistic (but challenging) outcomes. The coach does this by asking questions, listening and believing in the individual's ability to achieve their defined outcomes



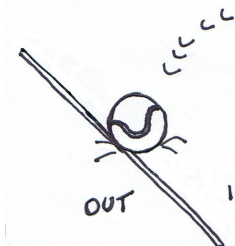
### The right chemistry

Coaching is as much about having the right chemistry with someone as it is about the techniques. If you're about to coach someone, make sure the chemistry is right and this is felt and agreed by both parties. Your coachee needs to feel able to talk openly to you and know that you're there to help them. Remember, you may not always be the right fit for someone, and that's OK; be honest if you think the relationship won't click for coaching



### An agreed contract

A clear contract upfront about how the relationship needs to work is vital for the coaching to be a positive experience. If you already have a strong relationship with the person, the chances are the contract exists; if it's someone you don't know so well, find out what will work/not work for them

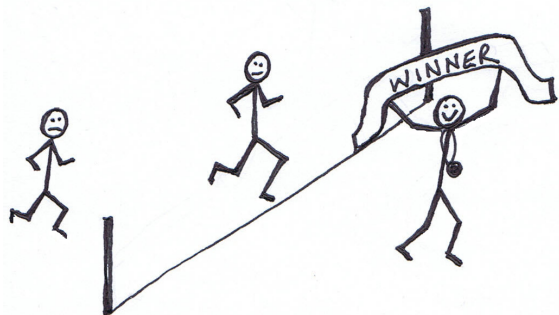


### Crystal clear lines

A coachee can find the coaching experience addictive; the coach needs to be aware of 'dependency syndrome', where the person feels they need a coach to help them at all times. Be clear of how many sessions you're having, review this and stick to it. Focus on helping the coachee feel they are strong enough to move on without you after the coaching finishes

### Our philosophy on coaching

Coaching rocks! At Rambutan we passionately believe that every person already has the answers they need inside them; sometimes they just need help in drawing them out. By using some cool techniques we can help individuals find their own answers so they can achieve their outcomes



### Who will benefit?

In our experience anyone can benefit from receiving coaching. We've successfully worked with CEOs, managers, front line employees, parents, teenagers, musicians and professional sportspeople. They've all benefited from spending time being coached. Coaching is open to anyone...as long as they want to be coached

### Books that will help:

**Tao of Coaching** by Max Lansberg is a good book for the new coach, focused on how to develop and use coaching techniques and how coaching unlocks potential

**Coaching with Neuro Linguistic Programming (NLP)** by Joseph O'Connor and Andrea Lages is a great book to help you advance your coaching techniques and behaviours

**Coaching for Performance: Growing Human Potential and Purpose - the Principles and Practice of Coaching and Leadership** by John Whitmore is a great book that helps new and experienced coaches work out how to unlock people's potential to maximise their performance

### Visit these websites:

**www.hbr.org** – Harvard Business Review – full of articles and tips to help coaches

**www.nlp-now.co.uk** – if you want to develop your coaching skills further this site has great Neuro Linguistic Programming tips, ideas and straightforward techniques to try

**www.mindtools.com** – a great website full of loads of useful coaching resources

### Or give us a shout:

+44 (0) 1858 461071 / hello@rambutan.biz / **www.rambutan.biz** and we'll help you find ways to bring coaching to life

## Rambu-tips

on bringing coaching to life

It starts with nailing the contract between the coach and coachee and both parties getting to know each other

getting the contract right

What do you think?  
???

### Beautiful questioning

Ask beautiful, simple questions to really help your coachee think. One question at a time and make them open questions which encourages them to talk. Questions beginning with 'which, what, when, where, how and why' are the entrance to the world of openness in coaching. A warning...use questions with 'why' sparingly; as 'why' can sound judgemental...and coaches never judge



simple stuff that makes the difference

'It ain't what you do, it's the way that you do it'... simple techniques delivered in a relaxed and subtle way are the key to being a great coach

### Thinking differently

Einstein said, "Insanity is doing things the same and expecting different results." A coach needs to help the coachee think in different ways so they can achieve their outcomes. Challenging the coachee's thinking is vital as it will open up new ideas and possibilities. Questions like 'what would you do if you knew you couldn't fail?' or 'what would you advise someone else to do in your situation?' help the coachee think differently and find new ideas

it's all in the mind

What you think drives what you say and do, which determines the impact you have on others

### You don't need the answers

As a coach, the focus is on the process to help the coachee achieve their outcomes and not the content; this comes from the coachee. A coach never gives the answer, instead he/she asks the right question to help the coachee find the answer

I don't matter... but I do care



### It's not about you!

A coach knows that the coaching is all about the coachee. In other words, this is not about you! Your role is to help the other person achieve their outcome, even if it means you never appear in their story of success. The coach chooses a mindset of 'I believe in the ability of my coachee to achieve their outcome and this is all about them'

### Feeling real

Begin with the end in mind...help the coachee think about the end point they want to achieve. Ask the coachee to describe the end point in rich detail, calling on all the senses, this helps the outcome feel real and achievable. The more 'real' the coachee makes it, the easier it becomes for them to see success as they move towards it. It's a bit like going on a journey; if you're not crystal clear on where you're going, how will you know when you've arrived?



**Rambutan**  
refreshing people