

Appendix 4: Opening the Relationship Checklist

Steps/Methods	Definition	Notes
1. Get the facts	<ul style="list-style-type: none"> - Use open-ended questions and statements. - Ask factual questions to discover the areas of possible change. 	
2. Highlight needs	<ul style="list-style-type: none"> - <i>Broadening</i>: "What else besides getting more focus would you like to work on?" - <i>Deepening</i>: "How does your lack of focus show up?" 	
3. Imply solutions, be more than a mirror	<p>Shed light on client's potential growth with possibility language: "So when you're able to stay focused you will finish projects that mean the most to you."</p>	
4. Coach on the spot	<p>After getting facts, highlighting needs, and implying solutions, zero in on area to give client <i>experience</i> of you as a coach, not just what you say.</p>	
5. Reinforce signs of breakthrough	<ul style="list-style-type: none"> - Look for & comment on small shifts (pauses, sighs, laughter, "That's a good question"). - Reflect possibilities working with you will offer: "So that's a new insight for you." 	
6. Summarize with future focus, pre-suppositions	<p>Show appreciation & expectation of change; suggest they will continue: "You really dived in today and experienced some new insights. How shall we move forward?"</p>	
7. Respond creatively to objections	<ul style="list-style-type: none"> - Use 1 - 6 above. - Shift from <i>either/or</i> to <i>both/and</i> thinking. - Get feedback about the session. - Consider their Enneagram style. - Be willing to let go. 	