



PROFESSIONAL CHRISTIAN COACHING TODAY

Chris McCluskey & Kim Avery

*The podcast dedicated to Raising the Standard of Coaching...
and Changing the World*

Episode 059

Master-Full Coaching

with Andrew Gorter, DMin, PCC

CHRIS: Master-Full Coaching with Dr. Andrew Gorter as our guest today. For those of you who may be new to this format, here at Professional Christian Coaching Today, we do a periodically repeating episode that we call Master-Full Coaching. That's a hyphen in the middle because we're emphasizing that any Masterful work that we're doing because this is a Christian school is inviting the Holy Spirit to come in and to fill it. He is our Master. If the Holy Spirit is our counselor, He is also able to be our coach as long as we come as a prepared and sharpened tool for Him to use.

We're getting to listen in as one of our instructors here at Professional Christian Coaching Institute, Dr. Andrew Gorter, is going to do an actual coaching session with a client of his. This has been recorded. We have the client's permission to share this with you now and what you're going to do is have an opportunity to listen in as a mouse in the corner or a fly on the wall as a real coaching session unfolds around a real issue that this client did bring to struggle through for this day.

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Now, as we listen to these, it can, sometimes, just sound like a conversation unless you know what you're listening for. Kim, help our listeners be able to understand as they get this little mouse in the corner opportunity what they are going to hear, what things specifically to be listening for as we cue this up.

KIM: Perfect. I always look forward to these sessions and this is certainly no exception. Andrew does an amazing job with this client. So as you all probably know, we train our coaches to align themselves with the ICF, the International Coach Federation Competencies and then when we debrief these with you, we'd like to point out how the coach is using them because if the coach is doing his or her job well, they are so invisible, you may not even notice what's leading to the really remarkable outcomes that the clients experience.

I want to point out two competencies I'm hoping you'll pay attention to as you listen to this great conversation. The first one is Competency #3, Establishing Trust and Intimacy. The further definition says this, "It's the ability to create a safe, supportive environment that produces ongoing mutual respect and trust," and Andrew does a beautiful job here and you can see it in some of what doesn't happen. It's not because he uses a lot of reassurances with the client, a lot of words, a lot of chitchat to settle her in and make her feel welcome. Although we're not playing the first part of the recording of this session just in the interest of time, Andrew goes immediately into the coaching session and he shows an amazing ability to create this trust and intimate environment where the client, as you listen, can fully explore her hopes, her dreams, her frustrations, her lack of clarity and feel safe to do that.

You'll hear that Andrew believes that she has the brilliance and the wisdom and the answers she needs within herself to achieve her goals and experience the success that she wants. Again, you'll hear it in what he doesn't do. She's coming in confused. She wants more clarity on a significant issue and Andrew doesn't rush her. He doesn't step in and rescue her with his thoughts, his opinions, his ideas. Instead, he walks alongside her throughout the call with this humble

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confidence in her and in the coaching process. You'll hear that the client is in a very thoughtful, reflective mood and he enters her world at her pace, not in any way asking her to enter his world at his pace in his hurry to make sure she resolves her issue or her problem.

The second competency which I hope you'll really listen for is coaching presence, which is the ability to be fully conscious and create spontaneous relationship with the client, employing a style that's open, flexible, and confident, and boy is Andrew with her. You never once get the sense that he's thinking ahead, trying to decide what question to ask next or pull her somewhere with his questions or his reflections.

This call was a journey and he was journeying with her every step of the way, yet, as you listen to each and every question and/or reflection, he's always doing one of two important things and this is what we do as coaches – either forwarding the action – and you'll hear that when he walks her down several potential paths and the value that those paths would bring to her – or he's deepening the learning by asking what piqued her interest or what that passion does for her or what is the obstacle that's in her way.

So forwarding the action, deepening the learning, bringing just a significant sense of safety and presence that brings the client to a really delightful and surprising, I think for him, certainly for me, conclusion by the end of the call.

CHRIS: Yeah, there is an interesting twist here that occurs and it's quite exciting. It's very clear. You can hear it in the entire countenance of the client when it actually happens, and that's always a delight for a coach when you get the confirmation that whatever roles you've been playing, they just bore some fruit here.

Now, a head's up as you listen to this. We are cuing this up nine minutes into a 41-minute session or so. So you're still going to have about a 30-minute session to listen through, but we have taken out those first nine minutes. It took that long and Andrew stayed with it, but it took that long to get clear as to what the client

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really wanted to focus on for this call and specifically how they would both know that they had gained what she was looking to gain through it. We're picking up right at that point. He's going to reiterate what she has concluded she wants to focus on and the outcome she desires.

Just be aware that one of the things that you're not going to hear because of us taking out that first nine minutes is her statement about the way she's coming to the call, but you'll definitely hear it reflected in her presence, in herself as she's there. She says, "I'm feeling very thoughtful. I'm very mindful," and what you wind up with then is a session that's going to feel very, at times, ponderous, almost plodding, but recognize, that although that may be the experience for us just listening in now third party, we're not the coach or the client, this woman is in a very contemplative state.

She's got a pretty significant career/life decision before her and she's not clear as to what course of action she wants to take. That's what she has asked to focus on and so Andrew, as Kim just said, mirrors her state of being. If Andrew were coaching a different client who was moving at lightning speed, why, Andrew would be dancing right along with that, but instead, you're going to hear a very ponderous, contemplative session. Pace with it and be listening for the golden nuggets over and over and over of the coaching competencies that Andrew utilizes that result in this big "aha" moment for the client toward the end. Without further ado, let's go ahead and cue this up as he restates where their focus is going to be.

ANDREW: Okay. How will you know at the end of the meeting today whether it has been a successful session for you?

CLIENT: There will be that clarity. There will be like that sign off and just do it rather than the over thinking all the spider web of options that I create.

ANDREW: Okay. So there will be some clarity about yes, this is the right thing to do right now or no.

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CLIENT: Right.

ANDREW: Instead of that spider web kind of thought process of options.

CLIENT: Mm-hmm.

ANDREW: Okay. Okay. So explore what that class would bring you or explore what that class is designed for for you.

CLIENT: It is like six different courses and the benefit of it is that they send you all the materials. It's all an online program so it's just sent to you and you kind of do it at your own pace. It teaches you like the fundamentals. It partners you with a mentor within their program that they have. You learn from like six or seven different interior designers. That's who the instructors are. They teach you about scaling and they teach you about drawing out a plan, drawing out a room, selection of materials kind of, some stuff that I'm already very aware of because of where I work. So like coordinating subcontractors, coordinating the selection of product, making sure that you have a timeline, like those types of things that I kind of already know but it would be a great refresher too to see in the more structured environment as what I see it is a very, now I see it in a very, in life every day functions and then they send you I think there's a couple, there's like three other courses that I don't remember, but they also offer an AutoCAD class that you can take after you finish it. It would be drawing online or on the computer, which would be also beneficial.

ANDREW: Six classes, they send you the materials, then cover all those kinds of detailed things that you're talking about right now.

CLIENT: Mm-hmm. Because of where I'm at and who I work with or align that work of people I interact with, I'm wondering if it would be more advantageous to have someone just to mentor of one of the designers where they could teach the same things but it's more personalized. It's more the ability to ask more questions.

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ANDREW: Mm-hmm. Okay, so you're wondering about possibly a mentor, something more structured there that would kind of help mentor you and teach you some of those things.

CLIENT: Right.

ANDREW: Okay.

CLIENT: Because I know after seeing some of our designers, they are not all as detailed as what this class would be.

ANDREW: Okay. So how would you compare and contrast the benefit of each of those options you're raising?

CLIENT: The benefit is that I could take, when I'm finished I could take, become certified as a residential interior designer.

ANDREW: How valuable is that for you?

CLIENT: Since I will never have a master's degree, that doesn't interest me at all or any other degree after what I have. It's kind of that part is intriguing to know like, that's kind of cool.

ANDREW: What's cool about it?

CLIENT: That I will be able to say that I'm certified, that I like put the time in and I put the effort in, I know what I'm doing.

ANDREW: Mmm, that sounds important.

CLIENT: It's super important.

ANDREW: I've put in the time, I've put in the effort, and I know what I'm doing.

CLIENT: Right. I also know that around that, it is about your name. It is a lot of word of mouth.

ANDREW: Mm-hmm.

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CLIENT: And the really successful designers, they are not necessarily certified, it's just what they have done and it's their work that speaks for itself.

ANDREW: Okay. So you're looking at certification as a cool thing, as being able to say, "I'm certified."

CLIENT: Right.

ANDREW: I've put in the time, the effort, and I know what I'm doing.

CLIENT: Right.

ANDREW: Mm-hmm, part of your credential on your card but you're also saying being a good designer is not just about having a certification.

CLIENT: No.

ANDREW: Okay. So what value do you see in taking the course and how would you compare that to other means through the mentor or through just your experience? What value does the course bring?

CLIENT: Value brings validity to it that I have invested the time and the money and the energy and I'm taking this seriously, it's not just a hobby.

ANDREW: I'm taking this seriously. It's not just a hobby.

CLIENT: Right. For me, my biggest thing no matter what is that I want to do it well and I want it to be a way for me to connect with other people, to make that human aspect, that relationship aspect.

ANDREW: Mm-hmm.

CLIENT: So yes, the classes are a means for me to do that well, but I know that there's a lot of value and learning from a mentor too who has been into this and who knows.

ANDREW: Mm-hmm.

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CLIENT: And the ones that I'm aware of and just talk to, they haven't gone to school for it. They are incredibly busy and they are passing off clients because they don't have time. It's their trade. It's what they are good at.

ANDREW: Mm-hmm. So compare those two – taking the course, finding a mentor.

CLIENT: I think the relationship part of me finds the mentor much more intriguing.

ANDREW: Mm-hmm.

CLIENT: School isn't my, I had to work really hard at school, so it's not my natural gift. I'm afraid that I would get bored or frustrated. Even on interior designs that I love, I think I would just, I don't know.

ANDREW: What led you, what started to pique your interest in this course?

CLIENT: I was just playing around on Google really. I was just thinking about stuff and I was like, I wonder if there's like a class, a couple of classes I could take and more like the drawing aspect, like the scaling part because I saw one of our interior designers drawing and I always hear the sales people, and Kurt, who has kind of taken me under his wing as project coordinating even though I know that's completely off the table, but he's been kind of like teaching me just things and I saw one of our designer's pictures that she had drawn for a bathroom. I said, "Does Mosa always do this?" He was like, "Oh yeah, she always does. She's probably the best at doing this." She's extremely talented. This is like she always draws everything off and it was, I mean, it wasn't anything fancy. It was beautiful but it wasn't anything crazy, and probably something that I could figure out how to do by myself but I don't have the training to do it, like that's class work but I said, "Oh, do all of the designers do that thing?" He started laughing. He goes, "No, no," which during that time, it's like figuring it out what they want or it's like this little sketch that you kind of have to go, "Hmm, I think this is what you need," and go for it.

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ANDREW: It sounds like there's a gap. You kind of see that world of designers doing their thing and you see where you are at the moment.

CLIENT: Mm-hmm.

ANDREW: And trying to figure out how to close that gap.

CLIENT: Right.

ANDREW: Is it the course certification, those classes, is it a mentor?

CLIENT: Right.

ANDREW: Hmm. How passionate are you about getting to that designer stage?

CLIENT: This is what intrigues me. I find it fascinating and it allows me to do the details of coordinating something that I love so dearly and then also have that relationship, you have a relationship with people. It's not just a job. For me it's not just a job and they are not just people who are hiring you to come into their home and to give them direction. It's much more of like figuring out who they are and what would work best for their home and their life. I'm extremely passionate about it. I feel like I'm like, I know that within my current job, it's not going to happen, so for me, it's trying to figure out how to do that, like how can I absorb as much as I can now where I'm at and learn for free and learn while they are paying me, and then what's next. Do I need that? Do I need to be with a mentor, take the class in order to be more marketable to work with a construction company?

ANDREW: Okay. A question, do I need to work with a mentor, take a class to be more marketable. Okay.

CLIENT: Right.

ANDREW: How will you find out that information about what would make you more marketable?

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CLIENT: When I've asked, like when I've sat and talked to Dianne about it, I talked to Lory about it, they are both like, "Well, you just take on clients and then it's just word of mouth and you just grow and then you start working with, you get hooked up with a particular builder and it just kind of goes from there, which for me is not like rigid enough that that you're like, but there's like, where are these steps? Like this is mind boggling for me.

ANDREW: You're looking for steps.

CLIENT: Yeah.

ANDREW: Somebody just tell me to do this and then this and then this.

CLIENT: Yeah. Like, I want one of them, one of the designers to be like, "This is what you would see what would work best for you from our experience. This, this, this, and this," but it's all like for them, they are part of the world. They are like it's based on who you know, it's based on when you get your foot in the door, like stay where you are because you are going to come across some things through here about our likelihood through here than you do anywhere else.

ANDREW: Mmm, so what's your obstacle right now that's kind of in your way to just start?

CLIENT: I don't have projects. I don't have it. I have one project this summer.

ANDREW: Mmm, okay.

CLIENT: And that's the thing. I don't think it's as fast moving as I initially like, I'll be like, wham, bam, and oh yeah I'm on my way.

ANDREW: Expectation of wham, bam, this will just start rolling.

CLIENT: Right.

ANDREW: Okay.

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CLIENT: So it's like I put the cart before the horse. I had it all figured out. I had it all figured out in my brain – cute office, business – that part I see but it's like, okay, it's like going with like a square block at the moment rather than a circle wheel.

ANDREW: Okay. This is not rolling as smoothly as you had thought it would go.

CLIENT: No.

ANDREW: Okay.

CLIENT: I think it really scares me that I'm actually enjoying my job now, that I'm going to lose momentum, that I'm going to become comfortable.

ANDREW: Okay. What do you want to say to yourself about that?

CLIENT: You know it's not going to get any better, like this is a season. You have to think about the future and where you want to be in the future. Don't get comfortable.

ANDREW: You have a vision. You have a picture of that work that you want to be doing.

CLIENT: Right.

ANDREW: Okay, so telling yourself not to just get comfortable.

CLIENT: Right.

ANDREW: Okay. Mm-hmm.

CLIENT: It has just been, I don't know. This is new for me. This is new to me. I'm super excited and feel like I'm good at something, and that there's a lot of potential in this for me.

ANDREW: Okay. May I say something just directly about that?

CLIENT: Sure.

ANDREW: Okay. Starting your own business is hard work and it is a lot of times like trying to roll a square wheel.

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CLIENT: So it's a normal growing pain.

ANDREW: Uh-uh and you're at a point here of making some decisions for yourself to build momentum or to...

CLIENT: Coast.

ANDREW: Coast, good word. So "what's next" has been your question. What's my next step? Is it this course or is it working with a mentor? What thoughts are coming for you when you're exploring what you're doing now at the moment?

CLIENT: That for me probably the mentorship is more a value and maybe pairing it with the class.

ANDREW: Oh.

CLIENT: And doing it like taking the class, having a mentor, doing it in tandem rather than it's "either or."

ANDREW: That's a new thought.

CLIENT: Yeah.

ANDREW: You haven't explored that yet, doing both, mm-hmm.

CLIENT: Mm-hmm. It would be advantageous to look at doing it together rather than...

ANDREW: Say more about that. What's advantageous?

CLIENT: I get accredited, certified. I have a mentor who has been in the business, so it's not only learning like the book part of it but it's also learning the real life application part of it.

ANDREW: What else about that?

CLIENT: It would keep me accountable for what's going on with me doing the class. I would have someone who like, yes, this is tedious. We rarely use this part just to know that, but it is helpful to know or this will make you more marketable for a

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project coordinating position or project manager position within a construction world.

ANDREW: Mm-hmm. How does that feel?

CLIENT: Like a light bulb went off, like “Ding!”

ANDREW: Hmm, okay, alright.

CLIENT: It wasn’t like “either or,” it would be an easy fit of doing both.

ANDREW: Hmm.

CLIENT: Yup.

ANDREW: Yup, okay. So your question coming in was what’s next and you kind of zeroed in on is this class beneficial for me to work through and invest in at this time. Then you kind of brought up the mentor. Now you’re saying, what about doing both.

CLIENT: Yeah.

ANDREW: Yeah, hmm. So in thinking about this and dealing with that “aha” what action is starting to come kind of clear for you? What are you going to do with this?

CLIENT: I’m still going to continue to look for different jobs. I feel like this would add more value in investing in new kind of work, when applying for a position. It will give my experience and my knowledge a little bit more weight because I do know what I’m talking about. It’s not really because I’m really green and it’s something that I like to do.

ANDREW: So what action do you need to do following today’s meeting?

CLIENT: Sign up for the class, pull the trigger, and just do it.

ANDREW: Hmm, sign up of the class, pull the trigger, hmm. What about the mentor idea?

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CLIENT: Talk to Dianne and Lory and see, most likely Dianne and see if she would be willing to do to be my mentor in this endeavor.

ANDREW: In this endeavor

CLIENT: Mm-hmm.

ANDREW: What do you mean?

CLIENT: Well, like in this like working with a class and she knows. I've talked to her before about owning my own interior design business and talked to her for advice, so it would just be narrowing that focus with her and getting a little bit more for input and teaching me the ropes.

ANDREW: Okay. So you're going to sign up for this class, pull the trigger.

CLIENT: Yup.

ANDREW: You took a deep breath.

CLIENT: This is big for me. I don't do things quick so it's like a big deal with like, within like start to finish of doing something within like three weeks.

ANDREW: Okay, okay, pulling the trigger.

CLIENT: Right.

ANDREW: Signing up.

CLIENT: Yup.

ANDREW: Okay, and talking to Dianne to see if she would be willing to be your mentor.

CLIENT: Right.

ANDREW: Okay. So when will you sign up for this class?

CLIENT: I'll sign up for it before the weekend.

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ANDREW: Sign up for it before the weekend. Okay, so it's Wednesday right now.

CLIENT: Okay, it's end of our quarter tomorrow.

ANDREW: Okay.

CLIENT: So it would be after tomorrow.

ANDREW: After tomorrow. So that kind of leaves you with Friday.

CLIENT: Basically on Friday, so I'm going to do it on Friday.

ANDREW: Okay. Is that something you're committing to?

CLIENT: Yes.

ANDREW: Okay. So you're going to sign up for this class on Friday.

CLIENT: Sign up for it on Friday.

ANDREW: Okay. When are you going to talk to Dianne and discuss the mentorship?

CLIENT: I'll email her on Friday and see if I can get with her in the next couple of weeks.

ANDREW: That was quick. So email her on Friday, schedule something for the next few weeks.

CLIENT: Right.

ANDREW: Okay. What accountability is supportive and helpful for you just to, kind of something that you can kind of have in place for you for Friday?

CLIENT: I think the accountability comes from knowing that there's someone outside my brain that knows about it, that I have like verbally spoken out loud, that it's not something that I'm pondering.

ANDREW: You said it out loud.

CLIENT: I said it out loud and makes it a reality.

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ANDREW: Hmm, makes it a reality, yes. Okay.

CLIENT: I could come back to the thought of like, “Holy s**t, I told Andrew I was going to be done a couple of things in six months. What the hell was I thinking?” But then the old part of me is like, “You were the one who put a timeline on it. You said it out loud.”

ANDREW: Uh-uh. So you established goal here that Friday, you’ll be signing up for this class and you’ll be emailing Dianne to set up a conversation.

CLIENT: Right.

ANDREW: Okay, so we’re nearing the end of our time here. Were you able to get to where you needed to get to today?

CLIENT: Yes, I felt much more clarity and much more empowered than when I walked in, like I’ve got this. What I was thinking wasn’t necessarily crazy or unattainable or silly. It was, like this is a good direction for me.

ANDREW: Mm-hmm, this is a good direction for you.

CLIENT: Mm-hmm.

ANDREW: Okay.

CLIENT: And I think it’s just recognizing that like this is my journey and my working to owning my own business. It’s not going to work out on anyone else’s timeline or how someone else has done it.

ANDREW: Mm-hmm, very supportive of yourself there. You kind of have that, you journey kind of word and idea at the beginning of our time today and today, you said, “These are two steps I’m taking and this is my journey.”

CLIENT: Right.

ANDREW: Okay. Alright, how do you want to end today? How do you want to end this meeting?

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CLIENT: What do you mean?

ANDREW: Do you want to end here? What more do you need maybe before we end?

CLIENT: No, I'm good.

ANDREW: Good.

CLIENT: This has been like a big thing for me today.

ANDREW: Okay, okay. So let's just conclude right here and we'll set up for the next time.

CLIENT: Perfect.

ANDREW: Okay, good.

KIM: Well, there you have it, another great master-full coaching session and even before we go back and revisit some of those highlights I was asking our listeners to listen for, Chris, in terms of the coaching presence and the trust and intimacy, I do want to acknowledge what a wonderful job he did there wrapping it up with those competencies of designing actions, planning and goal setting, accountability. He didn't just say, "Okay, you've got a plan. You're good to go. No, he said what about this part of the plan, the mentor coaching? How are you going to have accountability that will support you? What day do you think you will do that?" He's just taking it all so that there are no question marks. The client leaves knowing exactly what she's going to do, when she's going to do it, and what's important to her about it. He just tied that whole thing up with a big red bow.

CHRIS: He did, didn't he? I mean, he really nailed this. We always invite our listeners on these. After you've heard it one time all the way through, to go back and listen to these master-full coaching episodes again because you'll probably catch more of what Kim was kind of giving a head's up on there and I'm going to highlight for us in a moment here some of the key phrases or the specific words that he used

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even. Yeah, he nailed it. I mean, just straight down the line, everything that we really want to see a coach do in drawing a session to a close and having the client leave knowing exactly what they are going to do, when they are going to do, and making sure they have got accountability within themselves for doing that. He hit it all banging on all cylinders there.

Let's go back to the beginning of these and just kind of listen for some of the key things that he did that set the stage for this. At the very beginning, the first invitation that he really gives her is, he says, "So, explore what that class would bring you or explore what that class is designed for for you?" Notice the word "explore." This is a question but it's made as a statement. He's inviting her to step in, but he's not saying "explain." He's not saying "to me." He's not saying "tell me about." He's not putting her in an explanatory role at all. He's probably not even going to understand everything that she's going to say. This is about a world that, I assume he's not an interior decorator. He doesn't know that world. He does not say, "Explain or tell me about" or "I'm curious about" anything at all. He's invisible and he invites her instead to explore.

We like that little interesting play on words there too. Coaching is about exploring rather than explaining. Anytime that you feel like your client is having to tell you about something, give you background information and all, they are probably responding to your own curiosity instead of staying with their own curiosity. It's really often not important that the coach understands exactly what the client is saying. What's important is that the client understands it and that's what exploring is all about. He doesn't insert himself into the process. He plays that role beautifully and he does a lot of reflecting back of what she has said. Why does he do that? So that she can hear herself processing out loud. He doesn't want her to be hearing Andrew Gorter. He wants her to be hearing herself. This is all of what coaching is about. It's a facilitated monologue. He's there but his reflections keep inviting that kind of opportunity hear yourself, speak to yourself through yourself or the Holy Spirit speak to you through you.

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As he goes along, you also hear a lot of “Mm-hmm, mm-hmm” and you may have even found yourself getting a little bit irritated or annoyed by that as if he was like bored or something. No, no, no. That “mm-hmm” does two things primarily. One is it assures the client who cannot see him. This was a phone conversation we’re listening to. That he’s tracking. He was still there. She didn’t lose the connection. He’s tracking with her and secondly, it’s a subtle encouragement. “Keep going, say more, what else?” but just “mm-hmm” says, “I’m here. I’m listening. Let’ her rip,” beautiful job there. He is not driving an agenda.

He is not saying to her that he thinks that would be a good idea. “Yeah, I’ve heard other people have done that. Oh, that’s what I did. You know my daughter was such and such.” He’s just not got any agenda here at all except to track with her while she does exactly what he confided her to do – explores and lo and behold, we hear that, I mean, just very dramatic change in her countenance, her being as she comes to that big “aha.” There’s a laughter, a smile, an excitement. She says very clearly, “I don’t usually do things very quickly” but boy, she did on that one.

Let me just underscore a few of those key phrases to listen for and then we’ll wrap this up. He said things like, “How will that benefit you? how valuable is that for you? What’s cool about it?” A reflection back, “Hmm, that sounds important.” So compare those two, taking the course, finding ka mentor,” just invitation to compare and contrast. “it sounds like there’s a gap. How passionate are you about getting to that designer state? How will you find out that information about what will make you more marketable?” Another reflection, “Hmm, you’re looking for steps? So what’s your obstacle right now that’s just kind of in your way to just start?” These are great invitations to explore.

A reflection, “Hmm, this is not rolling as smoothly as you had thought it would go. What do you want to say to yourself about that?” It doesn’t get more blatant than that, facilitated monologue, “What do you want to say about yourself about that.” Then when he does insert himself, he says, “May I say something just

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directly about that?” He asks permission. At a certain point, he finally begins to bring it all together and he reflects back, “So what’s next?” has been your question. What’s my next step? Is it this course or is it working with a mentor? What thoughts are coming to you when you’re exploring what you’re doing now at the moment?”

This is more than three-quarters of the way through what we’ve just heard and he’s bringing her back again to her own state of desires and focus and what thoughts are coming to you when you’re exploring what you’re doing now. She comes out with her combination, the neither one or the other but a possible tandem thing here and he says, “Hmm, that’s a new thought” and indeed it was.” He invites her, “Say more about that. What’s advantageous? So what action do you need?” I love that he even catches not just the words she’s saying but again her state of being. He comments, “You took a deep breath,” such attune-ness to what’s going on with her and helping her tune in to it herself. “You took a deep breath” is that significant? What does that mean for you?” kind of an implication there. “So when will you sign up for this class?” What accountability all the rest of that.

Kim, you and I are looking at each other on the screen here just both grinning ear to ear, such a beautiful example of all that we teach here.

KIM: But my favorite moment, truly my favorite moment was when he said, “Hmm, how does that feel?” and she said, “Like a light bulb went off, like ding!” and that for a coach, that is like, oh my goodness, that’s such a win because isn’t that what we want? We want that insight and that instant recognition, a light bulb. Here’s a third way. It’s not A or B settling. It’s a third way that’s better than either of them by themselves. Such a beautiful affirmation of the great job that he did.

CHRIS: Boy oh boy. Well, if you want to connect with Andrew, if you’ve been intrigued by his mastery of these skills that we teach, you can find him out on the web. Let’s tell you just a little bit about that. His website is at PlusOneCoaching.com. He has a blog that he does and a newsletter which you can sign up for. He

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specializes in work particularly with family business leaders. That's because of his background as a licensed marriage and family therapist. That's a lot of what he has done in his life in addition to coaching now. He also does coaching around just relationship enrichment and leadership qualities in general, several different areas of specialization. Again, you'll find those on his website there.

While you're on the web of course, always pop out and visit us and when you're at our website at ProfessionalChristianCoachingToday.com, be sure and avail yourself of the free personal inventory we have there. If you recognize some questions you're asking yourself and you want to do some exploration, our inventory there called Align Your Life is free for the asking. Just give us your email address and you'll be able to download that. It's a quick assessment. We call it a conversation between you and the Lord, ranking yourself in regard to where you are on several critical areas of life if you were just able to take a snapshot of your life as it is right now. Again, that's on our website at ProfessionalChristianCoachingToday.com. Until next time, keep raising the standard of coaching and changing the world.

KIM: God's richest blessings to you.