

Session 24: Health Coaching Unit 3 ~ Review for Mid Term

**** It's time to start thinking about taking clients of your own!***

* **Health Histories** ~ This is your time to get to know the client, where they are on their health journey, where they want to be, and to understand how you will be able to guide them with your program.

1. Fill out a Health History at their first consultation.
2. Be yourself! Do not try to be somebody else.
3. Ask about family, friends, children, and pets.
4. Be interested! Ask good questions.
5. Do not exceed 50 minutes.
6. Allow the client to speak.
7. Do not give advice for now.
8. Take good notes.
9. They're more nervous than you.
10. Be ultra cautious with family and friends.

* **Building a Relationship and Vision with Coaching**

******Remember: It's all about relationships.******

~ Acquiring a new client is about building a relationship and helping them identify what reaching their goals will mean to them. It's up to you to help them see what's possible.

- Build a Relationship
 - ❖ Always give your potential clients a warm greeting. Be happy to see them and acknowledge that they took time out of their schedules to do something good for themselves.
 - ❖ Choose positive words like *goals* and *dreams*, and avoid words like *problems*.
 - ❖ Listen more than you speak. When your clients feel heard, they will connect to you and your program.
 - ❖ Focus on their needs and desires, not on what you want for them.
 - ❖ Create a safe space where they'll feel comfortable sharing their story with you.
- Build a Vision
 - ❖ Remember key points and words from the Health History.
 - ❖ Dig deep to uncover the "why" behind a goal.
 - ❖ Ask them to picture what achieving their goals will feel like.
- Demystify the Coaching Relationship
 - ❖ Inform them that your role is to hold them accountable and aid them in reaching their goals.

- ❖ Keep channels open so they can move forward with as little resistance as possible.
 - ❖ Normalize their experience with setbacks.
 - ❖ Share how you understand and relate (without talking too much about yourself).
- Describe your Program
 - ❖ Present it as a series of sessions where you explore the client's experiences around a small goal and build awareness around their behavior.
 - ❖ Each session will end with an action-oriented goal for the next session.
 - ❖ Explain how a Health Coach has a different role than a dietitian or other practitioner would play.
 - ❖ Outline primary and secondary foods.
 - ❖ Reconnect your clients to their intentions.
- Program Features and Pricing
 - ❖ You'll meet every other week, approximately twice a month, for six months.
 - ❖ In addition to the sessions, you can make yourself available to the client via email between sessions.
 - ❖ Discuss the cost of your program. Use recommended pricing or set your own price. Whatever you decide, get comfortable discussing payment.
 - ❖ Mention any added value products you'd like to include in your program.
- Invitation And Follow Up
 - ❖ If a client is not ready for the investment of a 6-month program, extend an invitation to upcoming workshops or special events. Ask the client if they would be willing to sign up for your mailing list.
 - ❖ Regardless of their decision, always send a follow-up thank you note afterwards.

Remember: *The most important aspect of the Health History consultation is not selling your 6-month program, it's establishing a relationship with your client. Show them your heart and ability to connect, and your program will sell itself.*

* **Listen Until You Disappear** - by Marilena Minucci

- Active listening is...
 - * Home base for health coaches
 - * Listening to what is being said
 - * Listening in between the lines

*****Listen twice as much as you talk.*****

- The Best Health Coaches...
 - * Listen until they disappear
 - * Know it's not about them

- Evaluate! Take time after each session to ask yourself...
 - * What went well?
 - * What could have been better?
 - * How could I have asked this question in a better way?

Explore! Don't beat yourself up!

- The art of reflection is...
 - * Mirroring what's being said
 - * Bringing up the feeling behind what's being said
- Steps to effective coaching...
 - * Active listening
 - * Reflect/Mirror
 - * Ask powerful, high-mileage questions
- Clients who show ambivalence (mixed feelings)...
 - * Are resistant
 - * Are reluctant
 - * Are not being heard

*****Meet the client where they are. Listen and reflect with no judgment.*****

Examples:

On a scale of 1-10, how important is making this change to you?

On a scale of 1-10, how confident are you that you can make this change?

- Practice self-coaching. ~ Never ask a question you're not willing to answer yourself.

✳ ***Powerful Questions and Communication*** - by Christine Hassler

- The undertone of energy impacts how you communicate.
- Don't communicate in judgment or from a "know-it-all" position.
- Communicate with curiosity and compassion.
- Use "I" language to support ownership of the experience and encourage your client to do the same.
- Encourage clients to get to the bottom line.
- Sometimes stories can be a powerful tool. ~ Stories help clients see their experience from a different perspective, resulting in "backdoor coaching."
- Practice asking powerful questions ~ closed questions or open-ended questions
- Don't just give your opinion, even if the client asks for it.
- Practice praising and acknowledging. ~ Celebration is a valuable communication tool.

* **High Mileage Questions**

How can you help your clients go deeper? How do you get them to really explore what's going on inside? Asking high mileage questions is an effective way to prompt your clients to get to the heart of the matter and surprise themselves with how much they already know.

High mileage questions open the space for in-depth conversation around your clients' issues, values, and goals, and encourage your clients to connect the dots, draw their own connections, and make their own conclusions.

Asking high mileage questions gets easier with practice, and you'll be inspired when your clients start to open up in a whole new way.

- **Relating to the Future:** Use these types of questions to help your clients think ahead and imagine their ideal future. This will help them to identify what they want their life to look like and encourage them to entertain new possibilities.
 1. How will it be different once you have a solution?
 2. What would be available to you if...?
 3. What would be the very first sign that things are getting back on track?
 4. What would happen if you lowered your expectations?
 5. What would happen if you raised your expectations?
 6. What would it feel like if...?
 7. What would it look like if...?
 8. What would it look like if you were able to get past your...?
 9. What would make that fear decrease or disappear?
 10. What would success look like?
 11. What would the outcome be if...?

- **Relating to the Past:** Use these types of questions to help your clients reflect on the influential people, places, and events in their life to help them draw connections to the past and recognize useful problem solving strategies.
 1. Has there ever been a time when you felt like...?
 2. Has there ever been a time when you were able to...?
 3. What have you realized about your priorities at this time in your life?
 4. What has worked for you in the past?
 5. What is different about the time when you enjoyed...?
 6. What was different for you then?

- **Relating to the Present:** Use these types of questions to help your clients become emotionally and physically aware of the present moment.
 1. In this present moment, what emotional sensations can you identify?
 2. In this present moment, what physical sensations can you identify?

- **Action-Oriented:** Use these types of questions to help your clients clarify the action steps needed to reach their goals.
 1. What are you committed to doing?
 2. What do you think the next step should be?
 3. What is one small step you could take this week that you know you could do successfully?
 4. What would it take?

5. What would you like to achieve in this session?
 6. When do you plan to do this by?
 7. Would you be willing to... every day this week?
- **Goal/Value Related:** Use these types of questions to help your clients recognize their personal goals and values.
 1. How does this... fit in with your goal?
 2. Is your current situation meeting your values requirements?
 3. What did you learn about yourself/your situation/your values as you completed this exercise/goal?
 4. How are you stopping short of your goal?
 - **Relating to People/Places/Things:** Use these types of questions to help your clients identify how they are influenced by the people, places, and things in their lives.
 1. How do you feel different when you are in this place?
 2. How do you feel different when you are with this person?
 3. How does this relate to...?
 4. How's your love life?
 5. What could you listen to that would inspire you?
 6. What could you read that would inspire you?
 7. What does it keep you tied to?
 8. What would support look like?
 9. Who do you know that will support you?
 10. Who does it keep you tied to?
 11. Would you be willing to tell that person your goal?
 - **Self Coaching:** Use these types of questions to empower your clients to come up with their own suggestions or solutions around a concern or goal.
 1. If I was the client and you were the Health Coach, what would you suggest?
 2. If you did know the answer, what would it be?
 3. What do you think you should do?
 4. What would you tell a friend in the same situation?
 - **Coach Involvement:** Use these types of questions to help your client reach out to you for support.
 1. How can I best support you?
 2. May I tell you what I see happening?
 3. May I tell you what I'm hearing?
 4. May I tell you what I'm noticing?
 5. Would you be willing to email me your progress?
 - **Going Further:** Use these types of questions to help the client explore an issue more deeply and discover alternate ways of thinking about an issue.
 1. And then what?
 2. Can you say more about that?
 3. How did you decide that?
 4. How is this significant?

5. What do you mean by...?
 6. What else could be true here?
 7. What led you to that conclusion?
 8. Which option do you prefer?
 9. Why is this a problem?
- Miscellaneous: Use these open-ended questions to help your client communicate meaningfully during your sessions.
1. Are these feelings trying to tell you something?
 2. Could this be a symptom rather than a source?
 3. Did anything surprise you when...?
 4. How can you expand your life in that area?
 5. How does it serve you?
 6. How doesn't it serve you?
 7. How might you avoid this/that?
 8. Is this something you really want or something you think you should want?
 9. Is this where you want to be putting your energy?
 10. What about this problem is problematic?
 11. What are these feelings trying to tell you?
 12. What are you assuming about the situation?
 13. What are you looking to create?
 14. What bothers you about...?
 15. What can you control in the situation?
 16. What can't you control in the situation?
 17. What consequences might you be faced with if you continue...?
 18. What could an alternate explanation to...be?
 19. What do you enjoy about...?
 20. What do you need to change it?
 21. What do you want to avoid?
 22. What does this...mean to you?
 23. What evidence do you have for those beliefs?
 24. What facts support this?
 25. What have you tried to do to solve this problem for yourself?
 26. What is expected of you?
 27. What is one thing you could do to energize yourself?
 28. What is out of balance?
 29. What is the gift in this challenge?
 30. What is your intuition telling you?
 31. What made you take that course of action?
 32. What major fear will you be addressing if you...?
 33. What makes this important to you?
 34. What prevents you from...?
 35. What's missing for you?
 36. What's the best part about this for you?
 37. What's the worst part about this for you?
 38. What are the moments of choice in this situation?
 39. Why do you believe that to be true?

* What's your next step?

* Continuing your education - factors to consider - online or in person? Cost? Best school to attend?