

# Advanced Communication Skills – Objectives Play Sheet

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## Introduction

This is YOUR Game. So you get to decide what the “Object of the Game” is for you. You get to decide what winning looks like too! This is very different from other games in life where it seems that other people get to tell you if you are winning or not!

In CoachVille games you declare your objectives in words and pictures. This creates a “virtual vision board” for your BIG GAME that you can turn to any time you need a boost of inspiration. Often in the face of BIG challenges we forget WHY we got into this game in the first place. Your Objectives “Vision Board” Page will be your touch stone for inspiration!

Use this Play sheet to craft your objectives, then add them into the game card by clicking the objectives link next to your name.

After you have entered the words, look for photos that capture the essence of each one and upload them to your objectives page to add visual impact.

## 6 Week Time Frame

The Advanced Communication Skills program is conducted over 6 weeks. When you plan your objectives, we ask you to think in a 6week time frame. This is just enough time to move forward on a few things that are important to you.

Also, orient your game around things that you are ALREADY doing. These do not need to be NEW objectives in your life.

Finally, if you are taking other CV classes at the same time, you can use the same objectives for each class!

## 4 Types of Objectives

We will ask you to consider 4 types of objectives for your big game:

1. How you will expand the value you add to others (that is the point of the game after all)
2. Tangible Outcomes  
These are for your game as a player
3. Communication Skills Master  
Choose a few to apply to your game as a player
4. Ultimate Outcomes

## Objective 1) How you will you expand your value

This may evolve as you play. Start with your initial idea for how you will add value to the lives of others by playing your game AND improving as a Coach. Share 1-3 ideas.

examples:

I will guide people to feeling more physically powerful as a fitness coach

I will become more effective in my ability to ease overwhelm through clarity of purpose

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## Objective 2) Tangible Outcomes

These are specific items that you want to achieve as a player, usually with a number attached. Select 1-3 items.

Examples:

I will increase my monthly income by \$500 per month

I will add 2 new full paying clients

I will increase my Facebook friends to 200

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## Objective 3) Communication Skills to Master

One of the rewards of playing a game with purpose is the satisfaction of becoming a better player. Select 1 from each column of the 60 Communication Skills that you want to improve by using them in your game as a player (and also in your coaching sessions).

**The 60 Communication Skills:**

<b>The Clarifiers</b>	<b>The Style Points</b>	<b>The Deliverables</b>	<b>The Frameworks</b>
1. Urgent or Important?	1. Hears what is actually said.	1. Perspective	1. It's all solvable, or it's not.
2. Addressed or Avoiding?	2. Responds cleanly.	2. Validation	2. Risk is always reducible.
3. Accurate or Interpretation?	3. Takes client's concerns seriously.	3. Message	3. There's usually a better way.
4. Open or Resistant?	4. Speaks simply.	4. Energy	4. Success is a byproduct.
5. Internal or External Reference Point?	5. Is light and neutral.	5. Solution	5. Emotions are our teachers.
6. Want or Could/Should/Need?	6. Is collaborative.	6. Plan	6. Delay is increasingly expensive.
7. Opportunity or	7. Communicates in full-duplex mode.	7. Structure	
	8. Fully expresses.	8. Resource	
		9. Options	
		10. Caring	
		11. Training	

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Possibility? 8. Source or Symptom? 9. Opening or Share? 10. Response or Reaction? 11. Create or Eliminate? 12. Problem or Concern? 13. Present or Past? 14. Acceptance or Resistance? 15. Toward or Away From?	9. Keeps up. 10. Hears between the lines. 11. Uses commonly understood words. 12. Is self-assured. 13. Is client-centric. 14. Is comfortable with problems. 15. Is "with" the client.	12. Advice 13. Strategy 14. Feedback 15. Challenge	7. Inklings are higher intelligence. 8. The answer is somewhere. 9. Self-confidence can be arranged. 10. Memes and genes are evolving at different rates. 11. Work is for joy. 12. Problems are immediate opportunities. 13. People are doing their very, very best, even when they clearly are not. 14. Awareness is unifying. 15. Life is about us, and it's not personal.
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## Objective 4) Ultimate Outcomes

The Ultimate Outcomes help to define "WHO" you will become by playing this game. They will touch you and guide you at a deeper level of purpose. Review the 30 outcomes described below and choose 3 to orient toward as you play your game. Provide a brief explanation for each one that you choose.

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## 15 Ultimate TANGIBLE Outcomes

### 1. Personal legacy.

Clients come to coaches because they've achieved a lot and are beginning to look at their own mortality. They want to leave a personal legacy, and they want to design and maximize that legacy. They are looking to do something that is passed on and affects other people beyond their own existence. It's almost like their life has been a catalyst for something to occur.

### 2. Financial independence.

Even if you are not a certified financial planner or finance professional, you can still initiate the conversation around the notion of financial independence. You may not have the solution, but just by bringing up the topic you have immediately added to the client's experience. For example, you could help them determine how much money they need to retire on, and once they begin putting money away they'll have the feeling that they are on the right track. Be willing to look at traditional as well as radical ways of achieving financial independence.

### 3. More, or better, opportunities.

The more opportunities you have the more possibilities you have to make money, meet people, etc. Help your clients come up with bigger, more exciting opportunities for themselves. No matter the situation, there's an opportunity there - and it's up to you to help them be creative in finding it.

### 4. Design a perfect life.

99.9% of clients have never heard the term, but just by introducing it you add value. The idea of having a perfect life is a larger game. Consider asking them about this before you say you'll help them with their goal.

### 5. Expand capacity.

To live the larger life, clients need to be larger people in their life or their job. What capacity or skill do they need to expand? What do they need to be more capable at?

### 6. Fulfilling lifestyle.

When a client comes with the desire for more time with their kids, vacation home, etc., ask if they are willing to look at their entire life and design the lifestyle rather than just the goal they brought up.

### 7. Business and career success.

Obviously if you are a career coach, you're already involved in this area. Stick with them, not just to advise them of their options, but stay with them 3-6 months during the learning curve. That's what makes a coach different from a career counselor or business advisor.

### 8. Relationships.

You can expand your client's thinking in this area, whether you call yourself a relationship coach or not. Usually if someone is challenged in one relationship, it's not the only one. Your goal is not to help them make an incremental movement - you want them to move to a whole new way of being in relationships. What makes coaching sustainable is having a goal that's compelling.

### 9. Mastery.

Rather than talking with clients about doing self-improvement, talk with them about becoming the top 5-10 percent in their field within the next 2-5 years. If you're a master at something you've exceeded the competent level and sometimes even the expert level. You aren't just doing excellent work, you are actually taking your craft or profession to a more profound level. When their goals are high, clients learn faster, have more customers or business, and they'll learn from their customers more effectively.

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## **10. Increased performance.**

Clients often come because they want to increase their sales, sell their business in 3-4 years, or increase their rate of promotion. These are great coaching areas.

## **11. Vitality.**

Clients don't often come to you with that word, but they'll tell you they are lazy or tired and want you to help boost them in some way. If they are hiring a coach for this it's because they want to connect with that project or goal that will stimulate their mind at the same time.

## **12. Personal sovereignty.**

This includes independence, choice, control, personal authenticity, integration, etc. People you know that are in charge of their lives have set things up well to have that personal sovereignty.

## **13. More time.**

This usually comes up at some point in coaching.

## **14. Increased creativity .**

A lot of clients come to coaching because their creativity is being repressed in some way - though they may not say it this way. They need creative outlets. Your job is to increase their current level of creativity. You can help them get out there and express themselves.

## **15. Stimulating environments.**

Clients don't usually come to you for this, but you can help them craft stimulating environments. This might be a change in where they live, what they read, the friends they hang out with, how they spend their free time, etc.

## **15 Ultimate INTANGIBLE Outcomes**

### **1. Happiness.**

It is helpful to challenge the client to articulate this for themselves. Ask them what they think the 3 steps are for them to be happy. If they struggle you can ask them about recent occurrences or events that made them happy or put a smile on their face. Try different approaches and see what comes up.

### **2. Pleasure.**

Pleasure is a distinct experience that may or may not be related to happiness. Ask them how much pleasure they are having in life and if they are having enough of it. Don't assume clients know to bring this up. Ask them what some of their sources of pleasure are.

### **3. Joy.**

Joy is different from pleasure and happiness. Joy can have a sense of awe about it; it's bigger than a single experience. Happiness and pleasure come from things experienced, whereas joy is more of a wellspring from within.

### **4. Sense of freedom.**

We use personal sovereignty as a tangible, but this one is an intangible. Clients may come to you with a lot of pressure and they want to get rid of some of the stress. The first stage is to provide some relief, the second would be for them to experience some freedom around it, and the third stage would be to absolve them from the entire problem. Some ways you can help with this are working with clients on changing their environments that are constricting, focusing on breathing, getting more physical space, building up reserves, letting go of lower priority items, reducing the number of obligations, etc.

### **5. Sense of progress.**

This is having a sense of the future getting better. Even if the tangible outcome hasn't been reached, the client can feel a sense of progress and that will accelerate their sense of possibility. Even if they

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are not there yet, simply handling the situation better is progress.

## **6. Peace/inner peace.**

Clients may not come to you asking for this, but you can tell by their voice that they want it. Consider working with them in the areas of balance, harmony, or integration of business and personal lives.

## **7. Awareness.**

You can call this consciousness, but many clients will prefer the term awareness because it makes more sense to them. As you weave this in, even though they haven't said they want it, you help them focus to improve what's going on. You can do this through curiosity, presenting concepts, planting seeds, pointing out incongruence, changing the stimulation they are receiving so their bodies become more sensitized (such as eliminating desensitizers such as caffeine, sugar, television, etc.)

## **8. Love.**

Talk with them about the components that make love possible. What ideas do they have? They probably come to you with fears, and you may be able to introduce the notion of love without having to have them totally overcome their fear.

## **9. Balance.**

Equilibrium is another term you could use here. Clients come to you because they are out of whack in some way.

## **10. Confidence.**

Many clients come to coaching for this. You can assist them with this by affirming their accomplishments and successes, helping them see how their successes in one area can/do impact other areas, or simply standing with them for support.

## **11. Connectedness.**

You can call this spirituality or whatever term works best for you. You can weave this in by talking directly about spirituality, or even by talking about designing environments that stimulate you and having a profound relationship with the environments. Help them connect to their passions, their sense of common energy, common interests.

## **12. Inspiration.**

Help them become part of something that's bigger than themselves. If they have that level of inspiration, you won't have to motivate them. This frees you up to help them with other things.

## **13. Space.**

One of the ways to have more space is to reduce commitments.

## **14. Transcendence.**

Transcendence is eliminating what's below you or around you that you that keeps you from rising above or moving through things in your life. Ask them what they have transcended in the past. Examples might be: the need to control things, their relationships with their parents, fear of failing, feeling like they have to be normal, etc.

## **15. Comfort.**

This is a very important part of what coaches provide for clients. You can normalize their experience - help them feel normal. Just your presence alone can provide comfort - whether it's in person or on the phone. Comfort can make the client more fluid and less stuck.