



# COACHING SUPERPOWERS



**CoachVille Center for Coaching Mastery**



*Great coaching will transform our world!*

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Welcome. On behalf of the entire CV Team, I want to welcome you to the Coaching Superpowers program. **{UPGRADE THIS LETTER!}**



**The themes of the program:**

**The true heart of Life Coaching is playing together to play better for BIG Dreams. You will experience this fully as a player and coach in this program and it can be life changing.**

**We will learn the 10 Coaching Super Powers and Corresponding Basic Skills** – this is the foundation of mastery of professional coaching or coach approach leadership.

The BIG IDEA of this program is this: The Coaching Super powers provide a pathway to transformational relationships that you can use in all aspects of your life and when you are ready they become the foundation of your life as a professional Life Coach. (Hint: Life Coach = personal growth, business, leadership, career, relationship etc.

**When you learn how to coach, you can bring the best out of everyone around you! You will become an artist of Human Greatness and empower people to play BIG for their dreams.**

**Abera Ca Dabera** – From the Aramaic Language means: I create as I speak. In our program you will discover the magic of conversational learning, an essential element of coach approach relationships.

**PLAY** - The emphasis will be on Coaching AND Playing and adopting a “PLAY framework” in your personal, business and career life. We are reinventing coaching with the spirit of PLAY! And YOU are a part of it.

As a part of our DTMOPP learning method during the teleclass you will play with a coaching partner throughout the program. You will coach and be coached by the same partner in the coaching practice sessions. You will also recruit and coach at least 3 practice players to coach during the program. This will allow you to go deeply into the coaching and experience real coaching relationships.

Finally, with our accreditation with the International Coach Federation (ICF) the 12 hours of the program qualify for 12 Continuing Coach Education Units! (CCEU's)

Enjoy the program...

Coach Dave Buck and the CV Team!

Great Coaching Will Transform Our World

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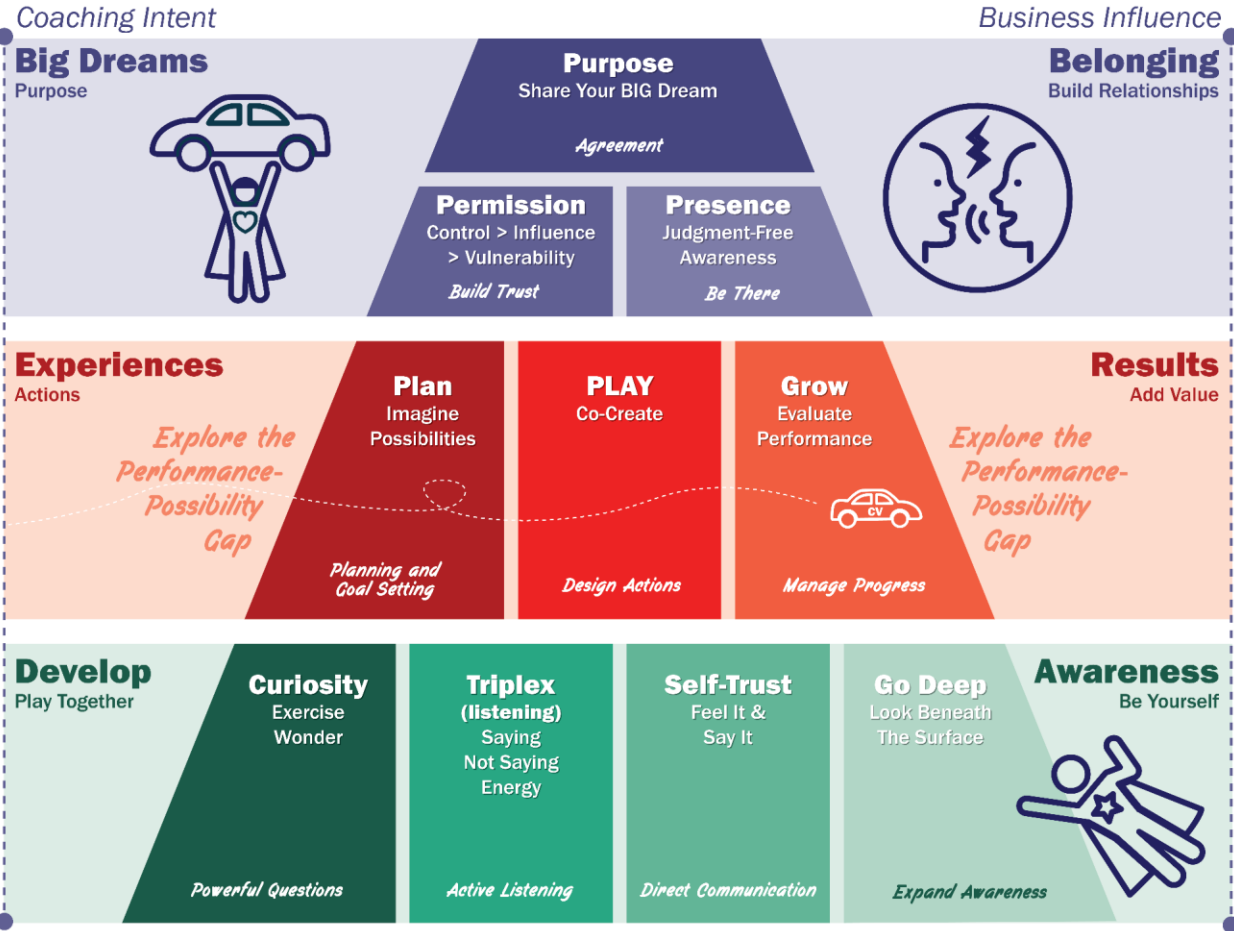
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# Coaching Superpowers

Create BIG Impact in the World



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## Section 1) Program Introduction

# Coaching Is...

1. A profound personal relationship
2. Wherein the coach guides the player
3. In pursuit of playing better by playing together
4. Through perceptive observations
5. And co-creative conversations

Always a good place to start!

## Quick Start

The purpose of this playbook is to provide you with the important coaching concepts to read and consider prior to each class session.

### Pre-Class Action Plan

1) Read the Play Book:

Section 1: Program Introduction {You are doing that right now!}

Section 2 Chapter 1: Big Dream ~ Purpose

{**Print the Session 1 Coaching Guide**}

2) Get on the Game Card: Read the Start Here Playbook

3) Coach Mission 1: Recruit 3 Players to Coach;  
and start recruiting!!

4) Listen to the first coaching demonstration recording

5) On the program home page, read the “Dyad Guide”

You are READY for the first class!

### The CoachVille Gamecard

**Your Gamecard is the hub of your CoachVille Community!**

Each week you will play a fun and challenging game where you earn points for:

- 1) Reading your class Playbook
- 2) Participating in class
- 3) Sharing about what you have learned in class conversations
- 4) Listening to the recorded coaching demonstrations
- 5) **Completing Missions** to coach your players and
- 6) Completing Missions to live your dream
- 7) Staying in contact with your class partner (player/coach)
- 8) Inspiring your team mates And being inspired by them

Your personal “game card” will keep you on track with what you need to do and what you have accomplished. The public leaderboard will allow you to see how everyone else is doing. Then you can explore the game cards of your class mates for ideas and inspiration. And... when you share you will attempt to inspire them as well!

Note: Center for Coaching Mastery Students need a minimum of 50 points per game card to pass the class.

## **Two Missions to Start the Program!**

There are two mission categories that run through your Coaching Superpower Game cards: Coach Mission and Play Mission.

**The Coach Mission** is all about using what you are learning with real players, sharing about your experiences AND accumulating “Thanks Coach” comments from your players.

**The Play Mission** is about playing your life and living your dream, sharing about your experiences and accumulating “WOW” experiences.

The Coach Mission...

Coaching is the art of guiding another person or team in pursuit of playing better and winning on their own terms. To get started as a coach or coach approach leader you need players. So your first mission is to recruit 3 good players with the potential to become great!

To become a great – Life-Changing – coach you need a lot of practice. A LOT! Sounds obvious I know. But you would be amazed at how many people think that they will become a great coach by simply attending the classes. Attending the classes will help you become great ONLY if you practice!

In coaching language we call this “recruiting”. Coaches are ALWAYS looking for good players. Great Leaders are ALWAYS looking for good players. Then they set out to help them become GREAT players.

**A few points about coaching that will help your recruiting mission...**

**Coaching Axiom #1: The best way to be a great coach is to have great players!**

Again, this may sound obvious but you would be amazed at how many people get into a coach training program and when recruiting players they look for people they know who are struggling and having lots of problems and “NEED” a coach.

**BIG MISTAKE!**

This brings us to another BIG point about coaching.

**Coaching Axiom #2: Coaching is NOT an intervention for people with problems.**

Coaching is for people who have a dream or a purpose and a strong desire to get really good at everything needed to fulfill it.

So when you put these two axioms together, this is what it means...

Think of people that you know who are awesome; who are up to BIG things in the world. Think of people who are already on the path of pursuing a purposeful DREAM to contribute to their company, community or the world.

This is not to say that Purposeful Players don't have any problems! Of course they do. However, while some people just seem to have problems, players have challenges that arise out of the BIG PURPOSE they are living for.

These are the people you want to recruit as your players while you are in this program.

These are also the kind of people you will want to recruit when you become a professional coach or a coach approach entrepreneur or leader.

Another way to think of this is the pathway from “good to great”. People who are doing “good” and have a strong desire to be great are the BEST people to coach!

As we move beyond the Industrial Age of Work into the Connected Age of Play more and more people are yearning to Play for a BIG Dream in Life. You have people around you who are ready to play BIG. They need a great coach to do that. **They need YOU to ask them to be your player.**

**YES! We are encouraging you to be playful and talk to a few people about their BIG dream in life and recruit your 3 players to coach during the program; even before you even “know what you are doing”.**

This can be a challenge, but you can do it by following the play plan on the next few pages! By doing this you will change lives for the better.

While we are certain that there is a player inside of everyone, most people have been “put to sleep” by the Industrial Mindset! They have forgotten how to play and simply go to work every day completing tasks.

Your mission is to wake up the spirit of play within them. You will co-create with them the experience of profound belonging and that will empower them to take a few creative risks to play for rewarding experiences and to make good things happen in the world.

The Coach and Play Mission Plans that follow are duplicated as independent “Mission” Playbooks on your game card.

## The Coach Mission #1



### Outline of the mission:

- 1) **The Exploratory Session Guide.** So you understand what this is about.
- 2) **Introduction:** You are on a mission!  
The What, Who, Where and How of recruiting players.
- 3) **Power up:** Make your REACH OUT plan and DO IT!  
(sample messages included in this playbook)
- 4) **Game Action:** Conduct exploratory conversations with your potential players
- 5) **BIG WIN:** A potential player says: "YES!"
- 6) **Find the fun!**

### 1) Conversation Guide for the Exploratory Session

[Walk through audio with Coach Dave](#)

## PRACTICE!!!

Read the conversation outline OUT LOUD a few times to get used to saying the statements and questions!

You don't "say" the numbered lines to the other person; **NOR the statements in RED.**

You only say to them the lines that start with **Say:** and **Ask:** .

{Outline starts on next page}

## \*\*\* Recruiting Conversation outline \*\*\*

### 1) Introduction

**Say:** "Thanks so much for doing this exploratory conversation with me. I really appreciate your time and I can't wait to see what we discover together. This conversation will take about 15 minutes.

**Ask:** Are you ready to go?

{Coach: wait for them to say: YES}

**Say:** "OK. Let's go. So as I mentioned I am participating in a Life Coaching Training program and they are really big on looking at business, career and life as a playing for your dream; my role as the coach is to help you pursue your dream, step into new experiences and grow outside of your comfort zone."

### 2) Discover their dream

**Ask:** If you looked at your life / business / career as living your dream; as playing for your dream...What would you say your big dream is right now?

{Coach: listen and ask any curious questions that pop up for you}

### 3) Find the Gap

**Say:** Coaching is always about the pursuit of playing better. It can be stepping out of your comfort zone to do some new actions or to develop some new skills. There may be some new experiences or results that you want to create.

**Ask:** What are some ways that you would like to play better right now?

{Coach: listen and **AVOID AVOID AVOID** offering solutions!!  
Ask any curious or clarifying questions that pop up for you}

### 4) Explore their Superpowers

**Say:** As we play for your dream I want to help your express your unique abilities and develop your superpowers.

**Ask:** What would you say are some of your unique abilities or Superpower potential that we can develop together over the next 6 weeks (or 12 weeks)?

{Coach: This is just to set a tone and get them thinking about having Superpowers. They may not know what they are. Listen and ask any curious questions that pop up for you; but this is NOT the time to go DEEP on this topic. That will come later.}

### 5) Moment of choice

{Coach: Here you have to choose! Do you have a good connection with this person? Does something about them intrigue you as a learning opportunity for you?}

**If YOU are a “YES”:**

**Say:** I love your Dream and I think we could have great success together.

**Ask:** Would you like to be one of my players?

If they say “yes”, move on to #6A. If not, skip to 6B.

If YOU are a “no”, skip to 6B.

### **6A) Confirm the commitment**

**Say:** Excellent. I just want to confirm that you are committing to meet with me for about 30 minutes each week. If we can't do a session one week for some reason, we will make it up the next week.

**Ask:** Are you good with that?

{Coach: wait for them to say: YES}

**Say:** Let's get our first few sessions on the calendar now.

AND... Session 2 may be closer to 45 minutes because we are going to get into the details of how you are going to Play for your dream. So let's get both sessions on our calendars now.

{get your first 2 sessions set up in your calendar for as soon as possible after the start date for the program}

**6B) If either of you say “no”:** thank them for their time.

**Say:** I have learned a lot from this conversation. Thank you. But I don't think we are a good match for coaching together. Thanks so much for your time today!

## 2) Introduction: You are on a mission!

The basic recruiting plan is to:

- 1) Identify where you will recruit your practice players.
- 2) Reach out to them and invite them to a brief exploratory conversation about coaching with you.
- 3) Send them the exploratory session prep audio with Coach Dave  
<https://soundcloud.com/coachville/csp-exploratory-session-prep-for-player>
- 4) Conduct brief exploratory conversations.
- 5) Sign up your players.

**NOTE:** Even if you reach out to someone who wants to say “Yes” before having an exploratory conversation, we recommend that you have the exploratory conversation anyway. This is good practice and you can make sure that the relationship is set up for success.

To become a great coach you need to coach a lot of players! Coaches are ALWAYS looking for good players. Then they set out to help them become GREAT players.

To enjoy a successful class experience we recommend that you recruit 3 “practice” players specifically for the Coaching Superpowers program.

**HINT:** If you register for class early, it is a great idea to start this process before the class officially starts!

**About game card badges:** in all CoachVille classes, you earn points toward your Coaching Superpowers Badge through coaching activities and conversations. You earn points toward the Method Badges – Like the Play Life Badge for example – by applying the concepts in your own life.

## A Quick Thought about Superpowers

There is a theme throughout this program about unleashing Superpowers.

A Superpower is an ability that is honed and refined until it is capable of BIG impact on others.

We use “unleash” to convey the awareness that most of us are only vaguely aware of our unique abilities AND the ones that we are aware of are often under-developed. This is where coaching – and the power of an outside observer – REALLY comes to light. As you guide your player to live into their dream you will encourage them to elicit the spirit of play, face challenges and explore new possibilities. During all of this YOU will be observing them so that you can bring awareness to their abilities AND guide them to develop them and express them in the world.

**WHAT you are inviting them to do with you.**

We are moving beyond the Industrial Age of Work into the Connected Age of Play. More and more people are waking up to a life of possibilities and yearning to play BIG unleashing their Superpowers to contribute to the lives of others in a creative and meaningful way. You have people around you who are ready to play BIG. They need a great coach to do that.

## **They need YOU to ask them to be your player.**

- You are recruiting them for a 6 week coaching engagement.  
IF you are following the Coaching Superpowers class with Coaching Proficiencies class, THEN you are recruiting them for a 12 week coaching engagement.
- Each week you will have a 1-1 conversation with each player.
- These conversations can be over the phone, face-to-face or via any other audio/video connection tool.
- Texting or messaging back and forth for 30 minutes will NOT match these requirements; BUT is an excellent supplement to talking together.
- 30 minutes is a good time frame for each session.
- We also recommend checking in with each player in between coaching conversations via email, text or whatever means both you and your player like to connect.

While it is VERY easy to stretch these sessions into an hour long conversation, aiming for 30 minutes will keep you AND your player focused on the topic at hand.

For each session, you will have a detailed Coaching Guide with questions to ask and ideas to share. You will practice each session with your class partner in class before doing it with your practice players.

## **What about the money?**

If you are new to coaching then we recommend coaching your practice players “pro bono”. If you are a seasoned entrepreneur who is good at charging for things, then you are welcome to charge a fee. Using the Coaching Superpowers Coaching Guides, the value will absolutely be there even if you are brand new to coaching.

If you are a personal service provider adding coaching to your offerings, you may be able to charge your existing clients for coaching.

If you are an experienced coach, you can recruit paying players for this engagement or invite 3 existing players to do this with you. However, I recommend that you plan to coach 3 players specifically using the Coaching Superpowers Guides rather than blending it with what you are already doing. This will help you learn the Superpowers AND it will set you up to add 12-week Superpower Coaching engagements to your business model. SMART!!!!

## WHO to Recruit

You honor someone when you offer to coach them. Think of it as the highest compliment.

Who do you know who is doing good things and seems poised to step into greatness? Who has great potential to be a difference-maker... a game-changer?

Who do you know who has the desire to play life at a higher level or live into a new Dream?

Having a coach is a choice people make when they have a dream to play BIG, perform at a higher level or step into a new possibility.

Think of people of all ages; of all levels! Don't only think of people younger than you are; or "lower" than you are on the "ladder". Life Coaching is NON-HIERARCHICAL!

Do **NOT** look at your existing connections and think: who has lots of problems and "needs a coach"? Coaching is NOT an intervention for problems! This is not to say that good players don't have any problems! Of course they do. However, while some people just seem to have problems, players have challenges that arise out of their DREAM to play BIG.

YOU do NOT need to be an expert in what the player is doing. Life coaching is powerful without specific subject matter experience. **IMPORTANT Note:** When you move into high-end professional coaching the best plan is to combine Life Coaching methods WITH subject matter experience.

Another thought...

Look for people who never really "fit in" to traditional structures where they needed to comply to do well. These folks could be poised for greatness in the Connected Age where curiosity, creativity and contribution are replacing command, control and compliance.

## Where to recruit

This will depend on your situation. A little later in this playbook I will share with you some sample "REACH OUT" messages that you can use.

A) You are a manager / leader and you have a group of employees and colleagues from which to recruit your 3 players.

Extend a personal invitation to the people you want to coach.

**IMPORTANT:** When coaching folks who work for you, you must obtain express permission from THEM to coach them AND you will need the 30 minutes per week of established 1-1 coaching time.

**B) You are already coaching or providing a professional service to clients.**

In this case you have client pool from which you can recruit 3 players. If you want to recruit from your existing clients, you can offer them the opportunity to coach with you using a new format for 6 / 12 weekly coaching sessions. It will be important to let them choose to engage in this new approach with you.

**C) You are an awesome person learning a new coaching method.**

In this case you need to recruit 3 players from your network of friends, colleagues and social connections. You may have colleagues or friends who you can reach out to personally.

Many students use Linked In, Facebook or email to find their potential players using an “opportunity post”. Also, even if you have a group of people right around you, you may want the experience of opening up to coach people who come through your social connections. Remember!!! It is PLAY. Sometimes opening up to a bigger world can really spice things up nicely.

**Important!** Your CoachVille class colleagues do NOT qualify as practice players. The idea is for you to go boldly out in your community – geographical or virtual – and recruit players!

### **3) Power Up: Play plan your recruiting mission and REACH OUT!**

- Read this guide with sample REACH OUT messages
- Make your plan to reach out to your potential players and invite them to talk with you.
- Do your reach out.
- Share about your approach on the game card.

### **Sample REACH OUT messages**

**Invite someone you know:** “Hey Sally, I am participating in a 6(12)-week Life Coach Training program called Coaching Superpowers and I am recruiting 3 amazing people to be my players while I am in the program. Our aim will be for you to play for your dream by unleashing your Superpowers! We will have 6(12) weekly 30-minute coaching sessions while I am in the class. I think of you as someone playing big and I would love to set up an exploratory conversation to see if this is a fit for you. It is going to be great fun. Are you interested? Let me know.”

**Example opportunity social media post:** I am taking a Life Coach Training program with CoachVille called Coaching Superpowers. I am very excited about it! I am looking for 3 “players” for a 6(12) week pro bono coaching engagement. Each session will be approximately 30 minutes. This is a great opportunity if you are up to something big in your business, career or personal life that you would love to energize by unleashing your Superpowers. If this sounds like YOU please contact me so we can set up a brief exploratory conversation. It is going to be really fun and potentially life-changing. I only have 3 openings so please respond quickly!

If you know someone who might love this, please pass it on to them. Thanks!

\*\*\*

Use these samples to craft something that sounds like you AND uses some of the Play Language.

Then send it out! Don't wait for perfection.

## Share on your Game Card



A **POWER UP** is an activity where you listen, read or do an exercise and then share your insights and/or plans.



### **Coach Mission #1:**

*I read the playbook and sent out my REACH OUT message to recruit 3 practice players for Coaching Superpowers. This is what I did...*



**WHAT TO SHARE:** Share a few details about your REACH OUT plan. If you want, share the content of your reach out message. It may inspire one of your classmates.



**FACEBOOK AMPLIFY IS ON! Help spread the word about our shared pursuit: People Playing Better With a Coach!**

See the "Facebook Login" or "Share on Facebook" button. Copy what you shared, and paste it into the Facebook Share box. Edit if desired.

[Learn how to use Facebook Amplify!](#)

## 4) Game Action: Recruiting conversations with potential players

- Practice! Read the conversation outline several times; read it out loud a few times
- Use it to talk with your potential players;
- play for "YES! I want you to be my coach!"
- Share about your experiences on the game card.
- HINT: Share about it even if you are they don't say "Yes".

## Introducing the "Recruiting" Conversation

The next step of this mission is to have a brief exploratory conversation with each potential player. This is important because coaching should always be a mutual agreement between the coach and the player. You can only coach someone if they want to be coached by you AND you believe in the dream they are playing for.

This exercise is powerful for your life as a leader as well as a coach. The best games in life are often a game of “ASK” where you are playing for influence and a mutual “YES!”

This conversation outline will provide a simple structure for this conversation. Also, it is similar to the coaching outlines you will use in class so it will set a positive tone for the relationship.

Remember, YOU are the coach. So:

A) You need to guide the conversation

B) It is mostly about asking questions and listening. You don't need to say too much!

C) At the conclusion, YOU must choose if you want to coach this person; If you are a “yes”, then ask them if they want to be your player. Your aim is for them to say “YES!”; If you don't want to coach them, don't ask them.

### **What to look for in the moment of choice.**

In the conversation outline you will do a lot of listening. As you are listening you want to check in with your intuition. This is an essential coaching skill so you should start learning it right now! Wonder to yourself: Do I have a good connection with this player? Do I support the dream they are playing for? Will I enjoy coaching them? Or will I at least enjoy learning something by coaching them?

It is OK if you think they will be a challenge, as long as you will enjoy it in some way. It is OK if it will stretch your comfort zone or require you to look at things from a new perspective.

Avoid taking on a player if you think it will be a “rescue mission” for someone in trouble.

### **Another note about Superpowers**

In this conversation you will ask the player about their Superpowers. Remember that most people are NOT aware of their unique abilities nor how to express them in the world. This is where coaching comes in. The point of this question is to set the tone for the coaching engagement AND for you to start creating a baseline of awareness about the player.

### **After the conversation**

No matter how it turns out, share about your experience on your game card.



A **GAME ACTION** is an activity where you do something in the world and then share about what you did and what you learned.



*Coach Mission #1:*

I just had an exploratory conversation with a potential player for Coaching Superpowers. This is what I experienced...



**WHAT TO SHARE:** Share a few details about your experience in the conversation. What did you learn?  
REMEMBER: if you got a “YES” response share about that on the **BIG WIN** tab.



**FACEBOOK AMPLIFY IS ON!** Help spread the word about our shared pursuit: People Playing Better With a Coach!  
See the “Facebook Login” or “Share on Facebook” button. Copy what you shared, and paste it into the Facebook Share box. Edit if desired.  
[Learn how to use Facebook Amplify!](#)

After you share about the exploratory conversation in the GAME ACTION tab, a BIG WIN item will pop onto your game card.

WHEN one of your potential players says: “Yes”, click through to the BIG WIN tab on the game card and share about that as well.

### 5) The BIG WIN: A potential player says: YES!”

This is something to celebrate!



A **BIG WIN** is when you get the desired result or experience from an action you take in the world. This is a BIG DEAL and we want to celebrate you!



*Coach Mission #1:*

I just signed up a player for Coaching Superpowers! WOO HOO! This is why I am excited to coach this player...



**WHAT TO SHARE:** Share a few details about your experience and why you are energized to coach them.



POSSIBILITY!! Whenever possible, share a photo of you in action celebrating with someone on your team!



**FACEBOOK AMPLIFY IS ON!** Help spread the word about our shared

pursuit: People Playing Better With a Coach!

See the “Facebook Login” or “Share on Facebook” button. Copy what you shared, and paste it into the Facebook Share box. Edit if desired.

[Learn how to use Facebook Amplify!](#)

## 6) Find the Fun!

You know those fun adventure movies where the “hero” is putting together a collection of people with special skills to accomplish a mission? Well that is YOU right now.

**Putting a team together is fun!**- As a coach or coach approach leader you are always looking for good players for “your team”. If your players are not necessarily going to play together they are still on your team so they will probably have some shared purpose even if they don’t know it yet. You may even want to find a way for your players to get together at some point either face-to-face or virtually.

You will probably want a variety of players with different dreams or different talents; it can be fun to put the right mix together.

**Treasure hunting is fun** – You can think of every person who signs on to coach with you as a treasure. Looking for them can be really fun. You are looking for game changers to share a powerful experience with you. Finding the right players can be a fun adventure.

**Recognition is fun** – People love to be seen and known for who they really are – A BIG Player in Life. This is what happens when you reveal their BIG DREAM in life and the BIG Purpose they can pursue by playing rather than working. Being recruited is a form of recognition.

### Transformations from worker to player

Industrial Work Mindset (the old way)...	Spirit of Play Mindset (the new way)...
You work alone and don’t bother anyone.	You find your players through personal and social connections. You leverage your relationships and network in your search for good players. You are not alone, you are part of a vibrant community and YOU are the coach in this community now.

## ***Coach Mission 2: Coach your players***

Following the coaching outlines in this playbook, you will conduct a series of 6 coaching sessions with each of your players and then share about what you learn from each session. Each session with your practice player can be done in person or over the phone and should be for approximately 30 minutes.

Collect “Thanks Coach” notes from your players for bonus points!

## ***The Play Mission - Your BIG dream as a Player***

### **Introduction**

Since everyone – including you! – will practice coaching as a part of this program, it follows then that everyone will also have to be a player! You will be partnered with another coach through the 6 sessions which will create a realistic experience of coaching someone over time. So the BIG question is: **What is the dream that you are playing for that is BIG enough to need a coach to play better?**

**Remember: Coaching is about playing better by playing together– it is not an intervention for problems!**

On your game card you will find this same content in a Playbook called Play Mission 1.

The key distinction is to transform your approach from completing tasks to co-creating experiences and results.

One powerful and simple way to do this is to “Play a game of ASK”; this means that you will find some aspect of your dream where it is possible to ASK other people to do something with or for you.

The game action is “the ASK” the result you want is a “YES” + follow through.

Places in your life you can look for a BIG Dream worth playing for:

Additional options include:

- Boost your career,
- Build your business,
- Energize your relationships,
- Expand your network,
- Rejuvenate your health,
- Reduce your tolerations
- Financial freedom (or stability, sustainability or independence)
- Spiritual quest
- Personal leadership
- Athletic performance
- Community leadership
- Artistic expression and performance

**Here are a few essential points to being a good player:**

1) Choose something that you are DEFENITELY doing in your life right now. Do not choose something that you may not have time for on a given week.

2) Choose something that you have a desire to do better; **to get better results.**

Do NOT choose something that you are doing but wish you were not doing. Your coachable topic should NOT be whatever is bothering you that day!

3) It can be something you are already doing; it does not have to be a new thing.

## Play Mission 1



### Outline:

1) **Introduction:** You are on a mission to PLAY for your Dream by unleashing your Superpowers!

2) **Power up:** Design your Superpower Play Plan Version 1 (examples provided)

3) **Game Action:** Share about your Superpower Dream with 3 members on your TEAM; family, friends, colleagues, clients...

4) **BIG WIN:** An enthusiastic "YES!"

5) Find the fun!

**"Life is Performance Art; or a game; or a quest; or all three!  
The important point is... Life is for PLAY" - Coach Dave**

### 1) You are on a mission to PLAY for your DREAM by unleashing your Superpowers!

**BIG Idea:** As a performing artist, or as a game player or "Quester", you live to express your unique abilities to co-create IMPACTFUL experiences every day; meaningful, provocative, joyful, growth experiences. To live this way we will transform the way you pursue your dream from a list of TASKs into a Superpower RACE that develops your unique abilities into Superpowers: Results, Actions, Challenges and Evaluation. It's YOUR Dream, It's your LIFE, let's play.

**A Superpower is energy or an ability that is practiced and refined until is it capable of BIG impact.**

Your Superpower Dream will be focused on taking action with the intention to impact the world around you. In other words, something happens in the world as a "result" of your action.

As we move beyond the Industrial Age of Work into the Connected Age of Play it is important to PLAY for your Dream rather than WORK on it. You do this by being creative and collaborative in the way you make play moves in pursuit of recurring results. When you immerse yourself in PLAY you take risks for the opportunity of expanded influence AND you have fun doing it.

When you CHOOSE to play your life as performance art, you step into a massive opportunity for personal transformation that will require some practice!

**From:** Working alone to check tasks off of a to-do list; then enjoy some entertainment.

**TO:** Playing with others while expressing your unique abilities to co-create rewarding experiences as you live your Dream every day.

When you take ACTIONS to create RESULTS that you really care about, you tap into your unique abilities – AKA Your Superpowers - in a powerful way. You express yourself more fully; even parts of yourself you may have forgotten about. You begin to see resources around you that you may have become blind to. Your Superpowers start to emerge. It is like magic.

You also face CHALLENGES! A challenge is anything that prevents you from getting the result that you desire when you take the action.

The KEY distinction is to embrace and enjoy the challenges because they make living your dream interesting and fun. Challenges call forth your Superpowers!

This leads us to EVALUATION and becoming a masterful player. Your evaluation is how you assess what you did in the face of the challenges. In a worthy dream you will face new challenges every day. By taking the time to assess, you can become a better player - a world-changer – by noticing where your Superpowers need additional practice and development.

The first step is to identify a few Play Moves that you can play with during the 6 (12) weeks of this program. This may be a radical new idea for you. There is a chart below to spark your imagination.

NOTE: The Coaching Superpowers program is 6 weeks. But many students do the Coaching Proficiencies program immediately following which extends the “play time” to 12 weeks.

## **2) Power Up: Name your Dream, Potential Superpowers and Play Plan**

**Play Power:** Create version 1 of your compelling Superpower Dream; a pursuit that will energize your day every day and create LOTS of coach-able moments for you and your coaching partner. This Dream may last through the entire program or it may evolve into something else as you play it.

### **1) Come up with a fun name for your pursuit.**

Use just a few words to capture the idea with some ENERGY!

### **2) Identify a few Superpowers**



Name a few abilities that you want to express and develop into Superpowers – aka ability to IMPACT others – while you play.

REMEMBER! It is OK if you feel that you don't know too much about your own Superpowers. That is normal. Just go with your intuition at this time. As you play for your Dream, WITH your coach, your unique abilities will emerge.

### 3) Start with your Action -> Result sequence..

It is best if you choose something that you already do every day but will play it in a new way. But if there is nothing like that already in your day, they you can choose something that you REALLY WANT to do. DO NOT choose something that you generally have to FORCE yourself to do.

Whatever it is, you are going to do it in a way that expresses your unique abilities AND requires participation with other people! Remember: a result is when something happens “in the world”; **the world is other people!**

Is it VITAL that you get really good and seeing action -> result sequences and experience many variations on these themes. IT will serve you SO WELL as a player, Coach and Coach Approach Leader!

Use this chart for ideas...

### Action -> Result Sequence Ideas

Action ~ Create experiences	Result ~ The desired impact
The Leadership skill of ASKING people involved with your company as employees, customers or advocates to talk with you about THEIR vision for the company / cause	They respond with a “yes” or “no”. Play for “YES”, I will talk with you about it AND have the conversation.
The Visibility skill of networking and follow up: attend networking events and make a follow up call every day.	Play for “YES, I want to know more about what you do.” OR “YES, I will recommend you to someone”.
The Visibility skill of blogging/posting: write provocative posts that spark engagement.	Play for comments about the value of your article”.
The Enrollment skill of recruiting clients for your business: Connect with potential clients.	Play for “YES, I would LOVE to be your client!”
The Leadership skill of sharing with a colleague about something important to you in order to enlist their support.	Play for “YES, I will support you”.

The Sharing skill of writing a chunk of your book and asking for feedback from different readers.	Play for “YES, I would love to read it and give you feedback.”
The Connecting skill of organizing a talk or a “meetup” or even a party.	Play for “YES, I will attend.”
A Personal challenge to exercise in a unique way every day WITH a different person each time.	Play for “YES, I will exercise with you.” AND they show up.

Also, your Action -> Result play move can also be a collection of 2 or 3 actions that you plan to do on different days:

**Examples:**

On Monday I go to a networking event, on Tuesday-Friday I follow up  
 On Monday I write a Blog post, On Tuesday-Friday I call people and ask for feedback.

**4) Next, identify the Challenges.**

The next aspect of your Play Plan is to anticipate the challenges that you will face in your pursuit of results. This is another vital leadership skill: the ability to anticipate challenges and be inspired by them rather than stopped.

This is a shift from the Industrial Age where everything was organized so that there were no challenges AND so that you keep your unique abilities suppressed. Everything just moves along on the same routine day after day... UGH!

The truth is, you may only anticipate a fraction of the challenges that you will eventually face, but it is good practice to think about it before you play; then learn more AS you play.

**5) Finally, prepare to Grow**

This step will evolve and emerge a lot as you play the game.

Seeing your unique abilities, expressing them and developing them into Superpowers takes a LOT of practice, determination AND FEEDBACK!

At this point you think about your desired results, your actions and anticipated challenges and ask yourself: “How will I know how well I played at the end of the day of PLAY? What will I look at for feedback?”

Got it? OK, you are ready to play.

**6) Update your game card.**

Once you have your initial idea for your Dream RACE, update your game card!



A **POWER UP** is an activity where you listen, read or do an exercise and then share your insights and/or plans.



*Play Mission 1: I just created a version 1 plan for my Superpower Dream. Here are the main elements...*



Share

**WHAT TO SHARE:** Share the name of your Superpower Dream, a few unique abilities that you aim to express and explore AND share a few items from your Play Plan. Share a few desired Results; a few Actions; a few Challenges and how you plan to Learn.



**FACEBOOK AMPLIFY IS ON!** Help spread the word about our shared pursuit: People Playing Better With a Coach!

See the “Facebook Login” or “Share on Facebook” button. Copy what you shared, and paste it into the Facebook Share box. Edit if desired.

[Learn how to use Facebook Amplify!](#)

### 3) Game Action: Enlist support for your Superpower Dream

This is the Connected Age of Play. Your life is NOT a game of solitaire. Your DREAM involves becoming a positive influence in the lives of others... so you need to get other people on your team. AND you need to enlist their support and participation.

Also, you may need to make a few changes in your daily routine to make space for your play moves and that will require some support from the people in your life.

AND here is the other thing... sharing about your Superpower Dream - especially the results you are playing for - with your “team” is an essential leadership practice!

Your Team = family, friends, colleagues, advocates, customers & employees;  
ANYONE who shares your Dream is on your TEAM!

You can find your own words but it can be helpful to share it in the context of the Play Life program.

Example: **Say something like:** “I am participating in a program called Coaching Superpowers where we create a DREAM to do something with the Spirit of Play that develops our Superpowers in a way that benefits others. Can I share mine with you?”

Go for it! And share about each conversation you have on the game card whether they like your Superpower Dream or not!

Note: Trust us! We KNOW that sharing about this – especially your Dream and your desired Superpowers - with your team is a really BOLD move.



A **GAME ACTION** is an activity where you do something in the world and then share about what you did and what you learned.



***Play Mission 1:** I just shared about my Superpower Dream with someone on my team. Here is what happened and what I learned...*



Share

**WHAT TO SHARE:** Share about the experience you had sharing about your DREAM and developing. How did you feel? What did you learn from the experience?

What happened? REMEMBER: if you got a positive response share about that on the **BIG WIN** tab.



**POSSIBILITY!!** Whenever possible, share a photo of you in action talking to someone on your team!



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After you share in the Game Action area, a new item will pop up in the BIG WIN section. This is where you can share your results! This structure helps you settle in to the progression between actions and results which is different than completing tasks.

#### **4) BIG WIN: “YES. I will support you.”**

When someone on your team listens to you share about your Dream RACE and expresses their desire to support you... THAT IS A BIG WIN. Relish it.

The big win is when you get an enthusiastic “Yes” to support you in playing your Superpower Dream, share about the experience on your game card.

So when this happens you will share in both the Game Action area AND the Big Win area for the same conversation.



A **BIG WIN** is when you get the desired result or experience from an action you take in the world. This is a BIG DEAL and we want to celebrate you!



***Play Mission 1:** I just got an acknowledgement of support for my Superpower Dream from someone on my team! I am so grateful because...*



**WHAT TO SHARE:** Share about the desired result or experience happening in your world. We want to celebrate you!



**POSSIBILITY!!** Whenever possible, share a photo of you in action celebrating with someone on your team!



**FACEBOOK AMPLIFY IS ON!** Help spread the word about our shared pursuit: People Playing Better With a Coach!

See the “Facebook Login” or “Share on Facebook” button. Copy what you shared, and paste it into the Facebook Share box. Edit if desired.

[Learn how to use Facebook Amplify!](#)

## 5) Find the Fun!

**Making the dream your own!-** When you play for a dream it is fun to customize it for your personal desires; then bring the spirit of play to the most important aspect of your dream.

**Creativity is fun** – Find a collection of fun ways to approach your dream. Challenge your mind to come up with a variety of fun alternatives – keep it fresh.

**Collaboration is fun** – Find ways to get other people involved with your major initiative. Playing with others is always more fun than playing solitaire and you tend to get better results as well (although it is more risky).

## Transformations from worker to player

<b>Industrial Work Mindset (the old way)...</b>	<b>Spirit of Play Mindset (the new way)...</b>
Do what you are told to do.	It's YOUR Game. Define your own key initiative and have fun going after it.
Do your own work! Bunker in to work in solitude. If you ask for help from others that is cheating. (we all learned this lesson in Industrial Age School)	Humans are collaborative creatures. We are at our best when we engage others in our initiatives. People love to contribute, play along and give feedback.
Do it the same way every time to make it routine and eliminate mistakes	Routine is the enemy of your brain! Challenge your mind to find creative ways to approach your initiative in a new way every day.

### *How to learn how to coach*

Learning to coach is A LOT like learning a performance art.

We will use learning to play the piano as a quick and relatable example.

To learn how to perform music on the piano there are a few distinct steps:

1. Learn how to read the notes on the paper
2. Learn how to make sounds on the instrument
3. Learn to practice and play a song
4. Learn how to perform a song for an audience

<b>Learn to perform piano</b>	<b>Learn to coach</b>
1) Learn how to read the notes on the paper	Learn the coaching superpowers and coaching concepts
2) Learn how to make sounds on the instrument	Learn coaching questions and how to observe how your player responds
3) Learn to practice and play a song	Learn to follow a coaching guide to create a complete coaching session; practice with a partner.
4) Learn how to perform a song	Learn to co-create coaching sessions with a player

What most coach training programs do is steps 1 and 2 ; they skip step 3 and 4.

This would be like teaching you how to read a sheet of musical notes (like the scales if you are familiar with music) and play them on the piano... then they say: “OK, go and make music for people!”

You would say: “WAIT! I don’t know any songs, how can I make music.”

### **The Coaching Guides are the songs.**

Learn them deeply by:

- 1) read the guides many times out loud to get comfortable with the questions and concepts; even how the words feel in your mouth.
- 2) listen to the audio of the guides being read
- 3) practice them in class with your partner
- 4) perform them with your practice players.

Then... and this is the important part...

- 5) They will become a part of you and you will be able to perform them naturally.
- 6) Then... you will start to perform them with your own interpretations and styling (sort of like jazz piano)
- 7) You will create your own music; AKA coaching guides that you write for yourself that become your coaching methods!

### **What to do in a “Coaching” Conversation**

Coaching is a conversation between a coach and a player. It is a very distinct conversation. However when we converse, we tend to fall into comfortable conversational patterns like: friend to friend; colleague to colleague; boss to employee; parent to child; counselor to “counselee” etc.

It is a very good idea to set a specific time frame for the coaching conversation. This can be anywhere from 20 minutes to one hour; 45 minutes is very common for professional coaching sessions, 30 minutes is common for coach approach leader sessions with a team member. Some coaches like to do an extended session for the first session of a new “season” where you are defining the dream and the objectives.

One thing that really frustrates people new to coaching “not knowing” what to talk about in a coaching session and this makes it very difficult to learn the Superpowers and Skills.

As explained above, we have solved this by providing clear coaching outlines (AKA Coaching Guides) for your coaching conversations. These outlines will guide you and your player through a sequence of inquiries, this way you can focus your attention on two things:

- 1) Using the superpowers and skills that you have studied. It is very effective.
- 2) OBSERVATION – you must cultivate your ability to put your attention on the other person and observe them on multiple levels. Not worrying about how to orchestrate the whole conversation will allow you to practice this.

In this program you will begin your journey toward talking like a coach. To make the journey easier we have developed the Human RACE Model for coaching conversations. The RACE Model is introduced in this class and you will learn it in much greater detail when you take the Play Life Class.

### **How to do a great coaching practice session in class**

- 1) You will both get to be Coach and Player. So choose who will be the coach and who will be the player in the first session
- 2) Get RIGHT INTO the coaching – skip the traditional small talk
- 3) When you are the Coach - **Follow the Coaching Guide**

Ask the questions and then BE CURIOUS to clarify what your player is sharing. Focus your attention on deeply observing your player.

- 4) When you are the Player DO NOT READ GUIDE – just be real, be yourself; tap into your desire to play for your dream.

### **A few more points for when you are the coach:**

- 1) The questions are a guide so you can focus on being the coach within each question; rather than trying to think of what to ask next.
- 2) Follow the Guide! BUT don't treat it as a task to cover all the questions before you run out of time.

You can think of it like an actor performing in a play. When you observe it, it looks natural. You don't think: "Oh, they are only reciting lines."

Or you can think of it as a singer performing a song. They are creating an experience for you. You don't think: "Oh, they are only singing the notes on a page that someone else wrote".

- 3) As you talk with your player about each question, allow your intuition to pop with insights and follow up questions. BUT don't go too far down a "bunny trail". Follow your intuition for a few minutes and then move to the next question.

- 4) Stay on track and stay loose at the same time.

- 5) HOLD YOUR TONGUE if you feel the urge to tip or fix the situation!

Tipping is for waiters and waitresses - NOT coaches

Tipping - is when your player shares something about their situation and you think you have a good, quick solution and share it.

"Did you ever try..."

There IS a time and place to share solutions and ideas. This will come when you are role playing together.

This is GREAT practice.

## *Program Description*

### **Coaching Superpowers (and Skills) Fun With Fundamentals**

Learn the fundamentals in a lively and entertaining way.

#### **Transform Your Mindset**

**From:** Managing your life and the people in it

**To:** Playing for your DREAM and Coaching your players to play better

Delve into and practice 10 Coaching Superpowers and 10 fundamental coaching skills; also known as the core competencies.

Playing with these Superpowers will accelerate you into Coach Approach Leadership, professional coaching and enjoying life in the Connected Age of Play.

If you aim to become a Certified Coach, your ability to demonstrate the 10 Superpowers at a professional level is **the basis of our evaluation process for ICF certification.**

Another BIG focus is to elicit the natural superpowers and playfulness of your players. Coaching Superpowers has 2 meanings:

- A) The superpowers of coaching
- B) The superpowers of your players that they can use to play for their dreams!

Finally, you will learn a powerful way of coaching called play together to play better. This is a super effective way to coach people who have a dream to play BIG in the world.

## ***Details***

### **Superpowers are your foundation for excellence**

We will cover each of the 10 Coaching Superpowers and 10 Coaching Skills (aka Core Competencies) one at a time, in a way that makes them easy to use and remember; and we will demonstrate how each Superpower / Skill naturally leads to the next.

To be a master crafts person you must know and practice the basic skills - over and over again. Using our active learning method, you will learn each skill through observation and practice. This is important because your ability to demonstrate these Super Powers is what will ultimately lead to your certification.

### **How to talk like a coach with the Spirit of Play**

When you look at the ten core skills, they look pretty... well... basic! They are. The key is to MASTER them through the 10 Superpowers and continual practice of talking like a coach.

The Spirit of Play and Play Pattern language set the Coach Approach apart from every other approach to Human Achievement. When you keep your conversations around playing big and playing better you will never be confused with another type of professional. If your aim is to become a practicing Professional Coach then it is essential for you, your players and our profession that you learn how to demonstrate these skills.

We will explore how to distinguish coach talk from patterns that you may already be familiar to you. When you are new to coaching, it is VERY easy to fall into conversational patterns that you are familiar with like friend, boss, colleague, parent (or counselor, therapist if you have done these).

### **The Pursuit of Human Greatness**

The key distinction is how you balance support and challenge. To become great you must be challenged out of your comfort zone and then fully supported as you face these challenges. You will learn how to do this using the basic coaching Super Powers.

### **Coaching Mistakes and How to Avoid Them**

Coaching is way more challenging than it first appears and mistakes WILL happen. Just like your players make mistakes in the game they are playing. Mistakes are a part of any worthwhile venture. The key is to be AWARE of the common mistakes so that you can avoid them and / or recover quickly when you make them.

### **The 10 Coaching Superpowers and 10 Coaching Skills**

<b>The 10 Coaching Superpowers</b>	<b>The 10 Coaching Skills</b>
1) Purpose (Shared): The Bigger Why	1) Establish coaching agreement
2) Permission (Ask For): Control ->Influence -> Vulnerable	2) Establish trust & intimacy
3) Presence with Judgment-free Awareness	3) Coaching presence
4) Plan – Freedom to choose	4) Planning & Goal setting
5) Play – Find the game	5) Designing actions
6) Grow – Evaluate what matters	6) Managing progress & accountability

7) Curiosity – Exercise wonder	7) Powerful questioning
8) Triplex Listening – Saying : Not saying : Belief	8) Active listening
9) Self-trust – Feel it ... Say it	9) Direct communication
10) Go deep – Look beneath the surface	10) Creating awareness

### **Sample Coaching Agreement**

Feel free to use the text of this agreement completely or as a starting point for your basic coaching agreement. Also, there are two additional examples in your syllabus.

If you are jumping right into professional coaching – even if it is pro-bono – it is important to have an agreement.

If you are going to use your coaching skills as a Coach Approach Leader, preparing an agreement or not is up to you; The benefit is that it will let your player know that you are intentionally adding this new element to your relationship.

Coach ***YOUR NAME*** – When Playing BIG is your **ONLY** Option! **{Your Tag Line}**

#### **PLAYER / PLAYER COACHING AGREEMENT**

Welcome as a player! I look forward to being your partner in creating the life you desire by playing BIG and winning on your own terms! I’m not big on rules – but here are a few things that honor the professional nature of our relationship.

#### **PLAYER / PLAYER FEE POLICIES AND PROCEDURES**

**FEE:** There is no fee for coaching while I am a student in the Coaching Superpowers class.

#### **DEFINITION OF SERVICE**

- a) **CALLS:** Our agreement includes weekly 30 minute conversations.
- b) Check in calls during the weeks in between our coaching sessions. These calls will be 5-10 minutes.
- c) **Email:** I am available by email for questions and “sharing”: news, insights, challenges, and accomplishments. I will typically reply to these communications within 24 hours, though if my travel schedule has me out of the office for an extended period it may be a few days longer.

#### **LENGTH OF AGREEMENT**

Our agreement is for 6 weeks; with an option to continue if you want to continue on as my player for my next Coach Training class.

## PROCEDURE

For our official coaching sessions I use a flexible schedule. We will set up our next appointment each time we talk. For our check-in calls call me when you have a few free minutes during the business day.

## CHANGES

If you need to reschedule your session, please give me at least 24-hours notice. Occasionally I may need to reschedule and I will give you at least 24 hours notice as well. If an emergency occurs for either of us, we'll work around it and reschedule.

## PROBLEMS

If I ever say or do something that upsets you or doesn't feel right please bring it up. I promise to be open to anything you need to say and I will do my best to make it right.

## CONFIDENTIALITY

I recognize that certain information of a confidential nature may be shared during our sessions. I will not use this information for personal gain or disclose this information to anyone else without your specific approval.

## THE NATURE OF THE RELATIONSHIP

Our coaching relationship is not to be considered psychological counseling or any type of therapy.

## The MOST IMPORTANT THING

The most important thing is that you are ready to play and win the games of your life on your own terms. I cannot play the game for you. I will support you and challenge you in every way that I know. When you win, we both win.

<hr/> <i>Coach Name</i> , Coach	Date	<hr/> Name, Player / Player	Date
---------------------------------	------	-----------------------------	------

## *Teleclass Welcome!*

Welcome to the Center for Coaching Mastery!

### **Abera Ca Dabera**

This phrase from the Aramaic Language means: I create as I speak.

This is a potentially life-changing affirmation that illuminates the power of the spoken word. In every class you will participate in a variety of provocative exploratory conversations and coaching sessions.

A few key points to consider as you start this class.

1) Our programs are based on dialogue-based learning. So we expect you to jump in and participate in the conversations. Be BOLD! Share your thoughts and questions; Your voice is a contribution to everyone else in the program. Your instructor is a highly trained coach and very capable of weaving diverse thoughts into a web of learning for everyone!

2) You will coach in every class. It is possible that this will be your first coaching conversation. So be easy on yourself! Don't expect to be a masterful coach on day #1.

If you have been coaching for a while – maybe even a LONG while - coaching in class is your opportunity to experiment and try new things. Enjoy the opportunity to stretch and learn.

## **Section 2) Coaching Super Powers**

Coaching Superpowers has a double meaning:

- 1) The superpowers a coach must develop and practice to have a positive impact on the dreams of their players.
- 2) Guiding a player in the optimal expression of their superpowers to impact the world in a positive way.

As a coach you are always doing both.

-Coach Dave

**Chapter 1) Coaching Theme: BIG Dreams ~ Purpose**  
**For Class 1 of 6**

“A dream we dream alone is just a dream.  
A dream we dream together is reality”  
-Yoko Ono

## 1.1) The Coaching Guide for Session 1 ~ The BIG Dream

### 1) WELCOME (and permission to coach)

**Say:** "I am really excited about coaching with you. I can't wait to see what we create together."

**ASK:** Do I have your permission to be your coach today? Are you ready to get started?

{wait for them to say, YES} "OK. Let's go.

### 2) Big Dreams (Purpose)

**Say:** We started talking about your Big Dream in our exploratory conversation.

**Say:** Today we will go a little deeper into it and maybe you have had some new insights since our last conversation...

**Ask:** Share with me (again) how you would describe your BIG Dream right now?

{Coach: listen and ask any curious questions that pop up for you}

**Ask:** What would it mean for your life if you were able to live this dream?

{Coach: listen. This is a question to find out about their purpose AKA Bigger Why; person-focused exploration}

**Ask:** What is the opportunity for you to live some of your values?

{Coach: listen. This is a question to find out about what they value; person-focused exploration}

**Ask:** What are some of your abilities that you really want to focus on playing with and developing into a Superpower over the next few months?

{Coach: listen. It is OK if they are not too clear about this; person-focused exploration}

**Say:** The reason I am asking these deep questions here is to get the feeling of your heart's desire. This is a heroes' journey so there will be some challenges!

**Ask:** What are your thoughts about that?

{Coach: listen }

### 3) Experiences (and Action) {the Performance-Possibility Gap}

**Say:** Next we are going to start talking about actions and experiences. And we want to create a gap that we can play with together between how you are playing now and how you imagine being able to play.

**Ask:** What would playing at an elite level look like for you?

{Coach: listen and ask any curious questions or observations that pop up for you}

**Say:** The coaching method I am using is called: Plan – Play – Grow.

So each week we will create a play plan. Then you will go and play for your dream and then we will explore what happened and look for growth opportunities. In our next session we are going to get into the details of playing for your dream.

**Ask:** For this week what are some actions you will take to play for your dream?

{Coach: listen }

#### 4) Develop (Play Together)

**Say:** Let's co-create some ways you can bring the spirit of play into your actions.

**Ask:** Do you have any ideas?

{Coach: listen first. Then ASK permission. Then share any ideas popping into your mind in the moment.

IMPORTANT: when playing with ideas the key is to let your imagination flow AND allow what you say to be a spark for the player. It is not about coming up with the right answers. }

#### 5) Play Plan

**Say:** “OK, this is a good place for us to wrap up this session.

**Say:** “My challenge for you between now and next week is to bring the spirit of play to as many of your actions and experiences as you can.

**Ask:** “Can you do that?”

Wait for them to say: “YES!”

**Say:** “Great! Have a great week of play. Talk to you soon”

NOTE: if you want to stay connected with them via text or email, you can confirm those details with them.

ALTERNATE ENDING

**Say:** “Great! Please keep me tuned in to your progress by email during the week (or text or however you choose). I want to hear from you. OK? Have a great week of play. Talk to you soon”

## ***1.2) Coaching Prep for Session #1 : Big Dreams ~ Purpose”***

### **Coach Prep**

This may come as a surprise, but simply asking the questions in the outline can be life-changing for your player. And while going with the flow of the questions, look for opportunities to co-create a life changing conversation using these 3 “Super Powers”:

#### **#1) Bigger Why – Share Your Purpose**

The questions will naturally focus the conversation on purpose, so look for opportunities to highlight where their purpose and your purpose are shared.

#### **#2) Permission – Control->Influence->Vulnerable**

As you delve into each inquiry you will have insights and observations pop into your awareness that will influence the conversation. The KEY is to ASK Permission before you share them.

eg. “I have an observation about this, can I share it with you?”, “I just had an insight while you were talking, may I share it with you?”. Wait for them to say “Yes”, before you share.

When you share something from your “gut” that is an example of being vulnerable Coach Approach Leader. After you share, let go of the need “to be right”; your player may or may not resonate with what you shared.

#### **#3) Judgment-Free Awareness**

If you notice your player going into judgment about their situation, ask permission and then gently share what you observed.

If you notice yourself going into judgment when your player is sharing with thoughts such as: “Oh that’s bad”, or “Oh, that is not a big deal”, call “time out”! Ask permission, and then share what you are thinking. THEN... let it go!

## ***1.3) Coaching Theme: BIG Dream ~ Purpose***

In coaching we talk first with a player about their dreams rather than objectives or even goals. A dream comes from the heart and the imagination of the player. It includes desire and vision. This is where we want to begin our coaching.

Objectives and goals are very task oriented. As coaches we want to de-emphasized “project/task management”. Yes we help our players organize their tasks if they need that. But that is NOT what we are focused on; especially not in the beginning of the engagement.

Dreams and purpose help our players access the human spirit of play that they are yearning to explore and express.

### ***1.4) Coaching Superpower: Purpose ~ Share Your BIG Dream***

All coaching begins with a shared Dream. The purpose – AKA the big “why” - is the foundation for the big dream that the player wants to play for. Because to play bigger in the world, you need a bigger purpose.

As a Coach you also need a bigger why that is the foundation of why you are coaching in the first place. When both coach and player are willing to openly share with each other what their purpose is and what they believe is possible they can find the resonance that ensures that there is a good match between coach and player.

### **Learning Objectives**

With the Purpose Super Power:

- You will engage in powerful, potentially life-changing, conversations.
- You will start your coaching relationships with a strong foundation.

### **What are the general truths about Purpose?**

1. We are all yearning to live in alignment with our purpose; our bigger why.
2. Our Bigger Why can evolve and expand as we grow.
3. When we know our Bigger Why everything feels easier because we can let go of thoughts and activities that are not in alignment with it.
4. Another way of saying “Bigger Why” is: “This is what I believe...”
5. When you interact with others in alignment of a shared purpose it creates a profound sense of belonging.
6. Finding a shared purpose with someone shows that you care about them as “a person”; more than simply “a worker” who can complete a specific task.

### **How to use the Purpose with your players...**

The Bigger Why is about shared purpose. So it begins with the Coach sharing their purpose. This is often how a Coach or Coach Approach Leader attracts players in the first place.

You share your purpose by stating what you believe; or what you believe is possible.

When you first start a coaching relationship you ask your player – or your potential player – “Why” questions. Examples include:

- “Why do you want to play this game better?”

- “Why is this important to you?”
- “Why will this make a difference in your life?”

### **“Why” questions are tricky. Proceed with caution!**

Since “why” questions are also used when “demanding” an explanation for something, as in “Why did you do that?”, your tone is very important. When your player shares about something they want to do, you can set the stage for shared purpose by stating your intentions: “I would love to dive into your deeper purpose here. Is that OK?”. Then ask your Bigger Why questions.  
(Note: This is an example of the Permission Super Power that we will explore next)

Another tricky thing about purpose is that it is not something we have been encouraged to explore or express. So the thought of it can take many people out of their comfort zone. Our “Why” does not usually come from a logical thinking place, it is more of a feeling “inner knowing” place.

This is where you can experience the power of Coach Approach Conversation. By being WITH the other person in the conversation they can explore this new territory and put into words something that was only a “feeling”. Remember: Abera Ca Dabera! It is powerful.

### **Example of Shared Purpose**

Here at CoachVille we share our purpose by stating: We believe that great coaching will transform our world.

Since you are here participating with us, it is likely that you share this purpose. You are here because you believe what we believe.

As a Coach Approach Leader you will share something that you believe that will create a bond with the people that you will coach: employees, advocates and customers.

### **A note for managers becoming Coach Approach Leaders**

You have people on your team. Some of whom are working for you for “the purpose” of doing their job and collecting a paycheck. This is your opportunity to initiate a deeper, more personal, conversation. Most likely they will be delighted to find out that you care, but they may also be freaked out.

### **Benefits – How does the Bigger Why make you a better coach?**

1. Shared purpose is the foundation of belonging.
2. Shared purpose creates the space for deeper conversations and bigger possibilities.
3. Shared purpose fosters loyalty.

## How do you know if you're getting it?

1. You find yourself naturally exploring shared purpose with people in conversation.
2. In coaching conversations you easily flow into explorations of the Bigger Why

## What are some common mistakes to avoid?

1. Skipping this step and just jumping into the details.
2. Taking an initial statement of purpose at face value without exploring it deeper.
3. Thinking you have to fully understand their purpose before you can start coaching. You have to learn to “get the basic idea” or “get a feel for it” vs. needing to intellectually understand it.
4. Thinking that your players Bigger Why will stay the same forever.

## Basic Skill: Establish Coaching Agreement

Ability to co-create the agenda for the relationship AND each conversation

- a. Ability to blend the desired outcomes of the player with your abilities and strengths as a Coach
- b. Always looks to the player first for the objectives of the game
- c. Challenges the player to play bigger without attachment
- d. Shares thoughts about what is practical or winnable without dampening the players enthusiasm
- e. Checks in with the player for the agenda of the conversation while holding true to the objectives the player has set

## *1.4) Coaching Super Power: Permission – Control -> Influence -> Vulnerable*

### Introduction

Coaching is a non-hierarchical relationship! You cannot CONTROL your player. Hah, the truth is that you can't control anyone over the age of 12; but that is a different conversation. The beauty of the coaching relationship is that it begins with this truth rather than the illusion of control.

While you cannot control your player, you can influence them but ONLY when you gain their trust.

A powerful step in the direction of a Permission based relationship is the willingness of both individuals to be vulnerable: to share deeper truths and be open to the influence of others.

## Learning Objectives

With the Permission Super Power:

- You will discover a powerful way to build a bond of trust very quickly
- You will learn how to create a safe space for collaboration

## What are the general truths about Permission?

Permission is about asking rather than assuming

1. Permission creates a space of mutual respect.
2. With Permission you can take bigger risks in the conversation.
3. Permission is a “trust accelerator”.

## How do you use the Permission Super Power?

From a practical perspective this begins with the simple yet powerful act of “asking permission” before moving forward in the coaching conversation. It might seem a little formal – and at first it is – but it creates a powerful bond of mutual respect.

Examples:

- “Do I have your permission to be your coach today?”
- “Can I ask you a question?”
- “I have an idea for you that might be outside of your comfort zone. Can I share it with you?”
- “Can I offer you some feedback?”
- “Can we go a little deeper on this topic?”
- “Can we move on to a new subject?”

*Important: After you ASK for permission, WAIT for permission to be granted before you move ahead.*

### Permission Accumulates

The permission between two people builds over time in a conversation AND in a relationship. This will speed up your conversation flow. But remember that the bandwidth of your “conversation pipe” is 100% reliant on the permission that you have accumulated. Do not take it for granted.

So you will ask permission more in the beginning of a session than you will at the end.

You will ask permission more in the beginning of a relationship than you will as the relationship matures.

Once you get permission to ask questions, you don't need to ask permission every time before asking another question. (see point #3 below)

Once you get permission to share your insights you don't need to ask permission every time before sharing an insight. (see point #3 below)

Once you have permission to explore a particular topic that permission carries you through that phase of exploration.

However, there is a BIG caveat here! It is very wise in any relationship, but especially a coaching relationship, to re-affirm permission on a regular basis.

**It is a good idea to ask permission whenever you:**

1. Want to change directions in the conversation
2. Broach a topic that is new between you
3. Go a little deeper – aka more personal – in what you are asking or sharing

**Knowing when to re-ask for permission**

There is a feeling you will get when you know you need to re-establish permission with your player. It is hard to describe; it is subtle. You just know. But here is the thing: asking permission is so easy to do. So if you are feeling any disconnect in your bond with your player in the conversation or in the relationship, ask permission before taking the next step. It works wonders!

**(Hint: that is why it is a Coaching Super Power!)**

**Control -> Influence -> Vulnerable = a path of transformation**

This is a powerful progression in any relationship, but it is essential in a coaching relationship if you are playing for transformational results.

It begins with the immediate transformational shift from control to influence. Here you acknowledge that control is an illusion at best and a manipulation at worst.

Influence is when you allow your thoughts, actions and choices to be moved in a new direction or expanded in some way based on your interactions with another person.

Being a positive influence requires trust and is typically built on a foundation of shared purpose. (SEE the Super Power Bigger Why!)

Next is the shift from influence to vulnerable. Vulnerability by choice is opening a deeper access into ones thoughts, feelings, perspectives, choices and actions.

While influence often begins as a one-way street between the coach and the player, vulnerability requires two-way exchange of deepened influence. This is the deepest and most profound form of relating where both individuals are willing to be vulnerable to the positive influence of the other while maintaining their own sovereignty.

When both the coach AND the player choose to be vulnerable in the relationship, truly transformational conversations and experiences can occur.

### **Permission is the way out of the “hidden agenda” syndrome**

One of the biggest challenges in a coaching conversation or coaching relationship is when the coach has a “hidden agenda” with the player. This is when the coach feels that the player should do a certain thing, or feels that the player should think a certain way; AND then doesn’t share this with the player. Then what typically happens is the coach’s agenda “slips out” in the questions they ask or the ideas they share. The coach tries to covertly guide the player to seeing it or doing it “their way”.

This is a big coaching mistake with a very simple solution!

Get permission, and then share your agenda with the player. Having an agenda is OK. Having a hidden agenda is not OK. Once you share your “agenda” you can have a lively and thoughtful exploration about it and the player can choose if they are in favor of your agenda or not.

If your player is not in favor of your agenda, aka your approach, idea, belief etc., then it is up to you to “let it go” for now and let your player play the game their own way.

Often when your agenda does not quite fit the player, it does influence the player to improve their own plan in some way. Often hybrid plans that are even better than what either of you would create alone are co-created in these conversations.

### **What to do in a Coach Approach Leader + Manager Scenario**

The truth about business operations is that there are some things that must be done in a particular way. When you are coaching an individual AND managing them at the same time, there may be times when you need to insist on your player doing something (or not doing something) because of organizational protocols. When this happens you have to let your player know that you are shifting into “manager mode”.

Remember:

You manage workers and tasks and protocols for completing tasks the “right way”.

You coach players and the individual creative pursuit of results in the world.

Whenever there is a right way or wrong way to do something, you need to manage the person, not coach them.

As an additional note: many “athletic coaches” are more like managers than coaches.

## **Benefits – How does Permission make you a better coach?**

- Asking permission creates a strong bond of trust and respect between coach and player.
- Asking permission keeps you aware of the needs and desires of your player.
- Asking permission helps you avoid making assumptions.

## **How do you know if you're getting it?**

1. You ask permission early and often in a conversation / relationship
2. You “just know” when “the bond” between you and your player is weakening and intuitively ask permission to strengthen it.
3. You can sense when what you are about to ask or share is going to a “new depth” and you intuitively ask permission first.
4. The depth of your coaching relationships continues to build. You can tell that your player is trusting you more; willing to share more of the “REAL” truths, challenges, needs and opportunities.
5. Your players start asking YOU for permission to ask and share.
6. As the coach, you can be vulnerable in a conversation without making it “about you”.

## **What are some common mistakes to avoid?**

1. Assuming that you have permission from one conversation to the next; one topic to the next.
2. Not waiting for the player to grant permission when you ask for it.
3. Mistaking being vulnerability for “dumping your junk” on the table.

## **Basic Skill: Trust & Intimacy**

Ability to create a safe, supportive environment that produces ongoing mutual respect and trust

- a. Shows genuine concern for the player's welfare and future,
- b. Continuously demonstrates personal integrity, honesty and sincerity,
- c. Establishes clear agreements and keeps promises,
- d. Demonstrates respect for player's perceptions, learning style, personal being,
- e. Provides ongoing support for and champions new behaviors and actions, including those involving risk taking and fear of failure,
- f. *Asks permission to coach player in sensitive, new areas.*

## ***1.5) Coaching Super Power: Judgment-Free Awareness***

### **Introduction**

Judgment-free Awareness is an “inner state” that manifests in a powerful place of presence. In this place you can see what is happening and “not happening” in the game and move gracefully toward your vision or ideal.

The state of Judgment-free Awareness is the best place to be when learning something new or in any endeavor where you want to get better at doing at something.

The BIG idea is that “judgment”, and specifically judging oneself or someone else harshly for “doing it wrong”, dramatically slows down the learning process.

Practicing judgment-free awareness with oneself and teaching it to your players is one of the essential practices of coaching; and a huge gift to humanity!

### **Learning Objectives**

With the Judgment-Free Super Power:

- You will discover another powerful tool for building a bond of trust.
- You will learn another powerful tool for creating an environment of collaboration.
- You will learn how to use JFA to become a “fast-learner”.

### **What are the general truths about Judgment-Free Awareness?**

1. The concept of judgment-free awareness was first popularized by Timothy Gallway in a groundbreaking coaching book: “The Inner Game of Tennis”. It was soon realized that it had many applications off the court.
2. Judgment-Free Awareness is more essential now than ever as we move out of the Industrial Age of Work into the Connected Age of Purpose and Play. The more we play, the more we need JFA. (Judgment-Free Awareness)
3. Judgment – the practice of looking for what is wrong – is a learned behavior; mostly from our experiences in Industrial School where our ability to reproduce “right answers” was trained and tested and we were “punished” for mistakes.
4. Cultivating JFA is an ongoing practice similar to “mindfulness”.

### **How do you use the Judgment-Free Awareness Super Power?**

**First we will explore this from the perspective of the player in the game**

Most likely, you will need to teach this concept to your players.

Judgment-Free Awareness begins with clarity of the game actions and the intended results of those actions.

Then the next step is to engage in the actions and SEE what happens and doesn't happen from a place of curiosity. As in: "Oh, that's interesting. I did "X" and this is what happened..."

If you maintain curiosity, you can naturally adjust your action, trying something different each time as you move naturally in the direction of your vision; learning quickly from everything that happens and doesn't happen.

In this "state" you are open and resourceful; you are OK with not knowing; OK with not getting the results you desire this time; OK with "failing". You are joyfully in pursuit of your vision. You are joyfully getting a little better every time or at least learning something every time.

OK, that is the ideal; but it doesn't usually go quite that way! Since we grew up in the Industrial Age of "there is a right and wrong way to do everything" / zero defects / "do it right the first time or don't do it at all", after a few attempts that do not get the desired result, we want to quit.

This is known as the "perfection trap".

So the key is to notice the "judgmental thought" and be judgment-free about it. As in: "Oh, how interesting, my mind just went into judgment about what happened. Make a note of it and plan to explore it - with everything else - with your coach after the game. Then get back in the game!

After "the game" - a period of time where you take actions in pursuit of results - explore and evaluate everything with your coach. Feedback is the breakfast of Champions. Evaluation of the game is a super fun creative process when in the space of Judgment-Free Awareness. Evaluation with a coach is WAY better and WAY easier than sitting alone trying to sort through the feedback from the game.

### **What Judgment Looks / Sounds like.**

Keep in mind here that we are not talking about judgment in the form of "good judgment" which is the discernment of the best way to approach a situation.

We are talking about the judgment that is "**an argument with reality**".

In other words:

- "That should not have happened like that."
- "This should not be happening."
- "Why is this happening to me?"

- “What is wrong with me?”
- “Why can’t I get this right?”
- “That was a mistake.”
- “I screwed that up big time.”

You get the idea!

## **From the Coach Perspective**

There are two parts to this.

1) When you are in a coaching conversation with your player, be on the lookout for them going into judgment about themselves or their situation. When you notice it, call attention to it and introduce them or remind them about the power of judgment-free awareness. Guide them to a place of open curiosity. Openly explore tensions or pressures that come about why something needs to start happening NOW... or else.

2) Notice when you, the coach, have gone into judgment about the player, or the player’s situation. Address it as soon as you notice it. Details below.

### **How to notice that you have gone into judgment about your player:**

1. You will notice this initially as a feeling of agitation or pressure that something needs to be different than the way it is.
2. You will notice yourself guiding them or steering them toward your vision in a way that feels forced or manipulative.
3. You will have a feeling that you KNOW what they should do and you are going to get them to do it your way.
4. You will have a thought that you don’t “approve” of something that they are doing.
5. You will feel a performance pressure to get them going because soon they won’t be satisfied with your coaching because of the results.

### **What to do when you go into judgment with your player:**

1. Call “time out”! Yes, life and business coaches can call “time out”. ;-)
2. Call yourself out. Say: I just noticed that I am having a judgment about you / your situation. Can I share it with you? After they say “yes”, share your judgment as straightforwardly as you can.
3. Ask your player what they see about it?  
For example: Did they have a similar judgment? Does it spark any insight for them about their situation?  
It is quite possible that your player noticed some tension building, or noticed

some weakening of “the bond” mentioned in the Permission Super Power. They will most likely be grateful to have your “judgment” on the table.

4. Explore it together in any way that feels right to your player. Remember, it is NOT about you, it is about what THEY need to play better.
5. Let it go! And get back into judgment-free mode and your players game.

### **Benefits – How does Judgment-Free Awareness make you a better coach?**

1. When your player knows that you are actively seeking a state of Judgment-Free Awareness they will feel a very strong bond of belonging with you.
2. Your players will share more deeply, more easily when they know they can count on your judgment-free awareness.
3. You will have much greater “coaching presence”. You will see more and hear more.
4. Your players will become more resourceful and YOU will become more insightful.

### **How do you know if you’re getting it?**

1. Your players start to call themselves out on going into judgment.
2. When you call yourself out on going into judgment your players get great value. And/or find it amusing.
3. You notice your players becoming more resourceful and more excited to share about what they are learning from their game successes and failures.
4. You notice yourself becoming more aware and insightful. You can start to “hear energy” and tone and other subtleties.
5. You and your players find learning new things to be really fun and engaging again.

### **What are some common mistakes to avoid?**

1. Being afraid to call “time out”; This is being afraid of being judged by your player.
2. Going too far in pointing out judgment and becoming the “judgment-free police”

### **Basic Skill: Coaching Presence**

Ability to be fully conscious and create spontaneous relationship with the player, employing a style that is open, flexible and confident

- a. Is present and flexible during the coaching process, dancing in the moment,
- b. Accesses own intuition and trusts one's inner knowing - "goes with the gut",
- c. Is open to not knowing and takes risks,
- d. Sees many ways to work with the player, and chooses in the moment what is most effective,
- e. Uses humor effectively to create lightness and energy,
- f. *Confidently shifts perspectives and experiments with new possibilities for own action,*
- g. *Demonstrates confidence in working with strong emotions, and can self-manage and not be overpowered or enmeshed by player's emotions.*

### **1.6) Coaching Mistake: Bland**

From Thomas Leonard's collection of 50 "Coaching Mistakes and How To Avoid Them; Less Oops. More WOW!"

#### **Bland**

- a. The coach is weak or lame. The player becomes bored.
- b. Using cliché's instead of fresh observations. This indicates to player that the coach is not really involved.
- c. The coach is passive instead of being a collaborate partner.
- d. Thinking if you just breathe; everything will be alright. If this were enough, why have a coach?
- e. The coach is weak, timid and wimpy instead of showing confidence and strength. Great coaching involves leadership as well as support.
- f. The coach is easily sidetracked by diversions. Some players become very skilled at steering the session away from core issues.

### **1.6) Class 1 Prep**

**Welcome to the class!**

Abera Ca Dabera = I Create As I Speak

Be prepared to participate in class!

**What does coaching mean to you?**

Come to class prepared to share your experiences of BEING coached.

*Question: What have your coaches meant to you?*

## Coaching Super Power: Bigger Why : Share Your Purpose

*BIG DREAM = ALL coaching relationships begin with a shared dream*

*Question: What is your BIG Dream right now?*

### Coach Prep

This may come as a surprise, but simply asking the questions in the outline can be life-changing for your player. And while going with the flow of the questions, look for opportunities to co-create a life changing conversation using these 3 “Super Powers”:

### Prepare for practice...

**How to use this outline when you are coaching.**

1. The questions are a guide so you can focus on being the coach within each question; rather than trying to think of what to ask next.
2. Follow the outline! BUT don't treat it as a task to ask all the questions before you run out of time.
3. As you talk with your player about each question, allow your intuition to pop with insights and follow up questions. BUT don't go too far down a “bunny trail”. Follow your intuition for a few minutes and then move to the next question.
4. Stay on track and stay loose at the same time.

**SUPER IMPORTANT: When you are the player, do NOT read the outline. Put the outline aside and just BE a player with a coach.**

**Chapter 2) Coaching Theme: Experiences – Actions**  
**For Class 2 of 6**

**“We’ve been playing games since humanity had civilization – there is something primal about our ability and desire to play games.”**

**-Jane McGonigal**

## 2.1) The Coaching Guide for Session 2 ~ Plan – Play - Grow

### 1) WELCOME (and permission to coach)

**Say:** "I am really excited continue our coaching."

**ASK:** Do I have your permission to be your coach today? Are you ready to get started?

{wait for them to say, YES} "OK. Let's go.

### 2) Big Dreams (Purpose)

**Say:** We talked about your BIG Dream in our last session.

**Ask:** Share with me any insights you had about playing for your Dream last week?

{Coach: listen and ask any curious questions that pop up for you}

**Ask:** What were some of the actions you took and what happened?

{Coach: listen. It is important that they know that you care about how they play each week}

### 3) Experiences (and Action) {the Performance-Possibility Gap}

**Say:** Today we are going to explore the Performance Possibility Gap and talk about ways that you can play bigger and better for your dream using the Plan – Play – Grow approach. Each week we will co-create a plan. Then you will go out and play for your dream. Then together we will see how your experiences created growth.

#### R) RESULTS!

**Say:** First we are going to talk about results. In the Play Mindset a result is when something happens in the world “as a result” of your actions. So this isn’t the action part, this is “what you want to have happen in the world” while you pursue your dream. Another way to think about it is that “the World” is other people.

**Ask:** What are some of the results that you want to create as part of your dream?

**Ask:** What is the impact you want to have on other people through this result?

#### A) ACTIONS!

**Ask:** What are the recurring actions that you will do to PLAY for the results you desire?

**Ask:** How will these actions call upon your abilities?

**Say:** Last session we talked a little bit about your Superpowers. A superpower is an ability that is refined until it is capable of BIG impact.

**Ask:** How will these actions call upon or develop your Superpowers?

{Coach: If you are noticing a player ability or quality that they are not saying, YOU can offer it as an observation. ASK FOR PERMISSION first}

**EXAMPLE:** Say: Hey I am noticing something here can I share it with you? {WAIT, for them to say “Yes”} I am observing that you may have XYZ ability. What do you think about that?

### C) CHALLENGES!

**Ask:** What are the challenges that you expect to face by playing for these results?

### 4) Develop (Play Together)

**Say:** Let’s co-create some ways you can bring the spirit of play to your challenges.

**Ask:** Do you have any ideas?

{Coach: listen first. Then ASK permission. Then share any ideas popping into your mind in the moment.

**IMPORTANT:** when playing with ideas the key is to let your imagination flow AND allow what you say to be a spark for the player. It is not about coming up with the right answers. }

**Ask:** What Superpowers will these challenges evoke?

{Coach: If you are noticing a challenge that they are not saying, YOU can offer it as an observation. ASK FOR PERMISSION first}

**Ask:** How do you think you will grow by facing these challenges?

{Coach: If you are noticing a growth opportunity, YOU can offer it as an observation. ASK FOR PERMISSION first}

### 5) Play Plan

**Say:** “OK, this is a good place for us to wrap up this session.

**Say:** “My challenge for you between now and next week is to bring the spirit of play to as many of your actions and experiences as you can.

**Ask:** “Can you do that?”

**Wait for them to say:** “YES!”

**Say:** “Great! Have a great week of play. Talk to you soon”

NOTE: if you want to stay connected with them via text or email, you can confirm those details with them.

## 2.3) Coaching Super Theme: Experiences ~ Actions

XXX Need to write something here

## 2.4) Coaching Super Power: Plan – Imagine Possibilities

### Introduction {update}

Think. In the context of playing a new, bigger, better game we begin with what the player wants to do to fulfill their purpose. What game objectives are they free to choose right now? Then we gradually introduce the player to new ideas to consider and new ways of thinking.

As a Coach you also need to become an observer of your own thinking, remaining open and flexible. There is a fine balancing act here to be done. On one side you must honor and respect your players' current way of thinking: they can only choose what they are currently free to choose. At the same time you must model being open and curious to new thoughts so that greater and greater fields of possibility become available.

Here we rely on the Permission Super Power as a foundation. Always ask permission before you encourage your player to think a new thought.

### Learning Objectives

With the THINK Super Power:

- You will respect and honor your player's current thinking and guide them in making the best possible objectives and plans within what they currently think is possible.
- Using Permission as a foundation you will encourage your player to think new thoughts and expand their freedom to choose new objectives and plans.

### What are the general truths about the THINKING?

1. We are all have a way of thinking. Some people are pretty set in how they think (as in strategic, linear or abstract etc.) while others are open to new ways of thinking. No "WAY" is better or worse than the others. BUT ... and this is the key... HOW you think is different than WHAT you think. No matter HOW you think you can expand into new ideas and possibilities.
2. WHAT you are able to think reveals your current freedom to choose.
3. After you and your player share a Bigger Why (aka purpose), the next thing you do is THINK about what the desired results are (aka objectives or goals), and how they will approach creating these results (aka big picture or game plan).

4. There is no set cause-effect relationship between playing and thinking. Sometimes playing a bigger game will expose you to new thoughts. Sometimes being exposed to new thoughts will inspire you to play a bigger game.
5. When we respect HOW we think and realize that WHAT we think is always open to new possibilities we are free to become a player again.
6. Another way of saying THINK is: “How you make sense of the world”.
7. Another way of saying freedom to choose is: “This is what I believe is possible for me to do right now...”
8. Respecting HOW someone thinks and honoring WHAT they currently think shows that you care about them as “a person”.

### **How to use the “THINK” with your players...**

THINK is about transforming the Bigger WHY into specific objectives for the upcoming period of time. A good time frame for this conversation is 3 months (1 season), but it can be shorter or longer. A coaching relationship occurs over one or many “seasons”.

You co-create objectives with your player that are aligned with the Bigger Why and based in what the player THINKS is the most important result to play for next. Coaching and playing is always focused creating results.

There will be many possible ways to express the bigger why so the key is to choose what to focus on for the next period of time. Your player can not do everything all at the same time. (Hah, but we always seem to wish that we could!)

Once you hone in on the result to focus on, you also lay out an overarching approach for creating the result.

Here are the basic THINK questions:

- What is the recurring result that you want to create each day in the game?
- What is the impact you want to have on other people through this result?
- What is the tangible measurable OUTCOME you want to create by getting these results?
- What is your overall approach to creating these results on a daily basis?

### **Freedom to Choose can be a challenge. Proceed with caution!**

As a coach it can be tricky when you are guiding your player in the area of THINKING about what they are going to do. It is an easy trap to want to apply your thinking style onto your player. As in you think they should focus on one thing! But they are abstract thinkers and need a few different things in the game. You think they should have a linear plan! But they are an abstract thinker and need to try a variety of experiments to see how it comes together. Or vice versa: they want to focus and you think: why don't you keep your options open? (See what I mean?)

So you have to remember to be respectful of HOW the player thinks.

### **Example of THINK**

Here at CoachVille our big result is a new student signing up for our school. (Like YOU!) Or as we say it: A potential student says: "YES!" We are always playing for the "YES" result.

We always have an approach to create more YES's that we experiment with for the current season. Right now, for example, we are playing with making it easy for people to refer someone to CoachVille.

### **A note for managers becoming Coach Approach Leaders**

You have to learn how to dance with these ideas with your players. Traditionally managers are taught to tell your employees what to do and how to do it.

In some cases you may be able to open up the game for a player to define the results they are playing for. But in some cases the specific result is already defined (by the job title).

Being open to co-creating HOW your player will pursue the results is the real opportunity here for you.

### **Benefits – How does the THINK make you a better coach?**

1. The pursuit of results NOT task completion is the real juice of coaching.
2. Being open to different ways of thinking provides a gateway for deeper connections with people.
3. Co-creating how your player will pursue the desired results is SUPER FUN!

### **How do you know if you're getting it?**

1. You find yourself naturally talking about results rather than tasks.
2. In coaching conversations you easily respond to how the player is thinking and dance with them there.

### **What are some common mistakes to avoid?**

1. Skipping this step and simply telling your player what to do and how to do it. LOL!
2. Putting too much of YOUR way of thinking into the players desired results and plans.
3. Thinking you have to fully understand their way of thinking before you can start coaching. You have to learn to "get the picture" or "get a feel for it" vs. needing to intellectually understand it.
4. Thinking that your players desired results or approach is WRONG and stifling your thoughts.  
Hint: if you feel strongly about something, ask permission and share it without attachment.  
We will get into this more in the next session.

## Basic Skill: Planning and Goal Setting

Ability to develop and maintain an effective coaching plan with the player

*a. Consolidates collected information and establishes a coaching plan and development goals with the player that address concerns and major areas for learning*

*and development,*

*b. Creates a plan with results that are attainable, measurable, specific and have target dates,*

*c. Makes plan adjustments as warranted by the coaching process and by changes in the situation,*

*d. Helps the player identify and access different resources for learning (e.g., books, other*

*professionals),*

*e. Identifies and targets early successes that are important to the player.*

### Additional Notes:

f. Defining the objectives of the game is a powerful form of goal setting

g. Clarifying the recurring actions and desired results of play is a powerful form of planning

## 2.3) Coaching Super Power: CREATE – Play First!

### Introduction

CREATE. In the play framework this means finding the game actions that will create the results in a way that adds value to others. Sounds like fun right?

We start with the premise that there are MANY possible ways to create the desired results. This is VERY different than the Industrial Mindset which dictated that there is one correct way to do everything. Your game as a Coach is to guide your player through the creative process to find the best way for them based on their current abilities and preferences.

The creative process includes experiments, explorations and experiences; messes, euphoric discoveries and epic failures ... REAL LIVING!

Again we can't emphasize enough that you will need to encourage your player to let go of the Industrial Age Perfection Trap and the need to get it right the first time! This mindset is absolutely antithetical to the creative process and playing for results.

"Play First" means that you pursue results with the spirit of play. You recognize – AGAIN – that you cannot control the results you are after, BUT you can influence them. And you can become better and better at expanding your positive influence with every discovery.

### Learning Objectives

With the CREATE Super Power:

- You will guide your player on a joyful "invention" of THEIR best possible way to create the results they are pursuing and thus fulfill their current purpose in the world.
- Using Permission as a foundation you will share your ideas for experiments and explorations without being attached to your player trying it "YOUR way". And many times they will be excited to try your ideas.

### What are the general truths about the CREATING?

1. We are all wildly creative. However our creativity gets stifled when we learn that failure is bad; that messes get us into trouble. This is why the play framework – with the essential truth "you win some / you lose some" – is so freeing.
2. When we are creating we feel energized and alive. This is how we were meant to live.
3. Creating results that add value to others is the way we fulfill our purpose in the world.
4. After your player has a Bigger Why and Specific Results (THINK) the CREATE Super power is about designing the action plan for the day/week that is intended to create the desired results.  
The action plan is a creative experiment / exploration.

5. Finding the game is NOT making a sequence of tasks to complete; it is not linear.  
It is planning a few recurring actions that are done many times in different ways with slight variations.
6. Finding the game is honing in on a unique way to take actions and get the desired results. And then even when you are getting the desired results, trying new experiments to create even better results more often. It is an ongoing process of exploration, discovery and invention.

## **How to use the “CREATE” with your players...**

CREATE is about transforming the game objectives into flexible action plans for the upcoming period of time. The desired results remain constant for the time frame, but the way or pursuing them can change. There is no “correct” way to create a specific result, but there is a best way for an individual to create the result now and the pursuit is to find it / invent it for the current season.

The CREATE process is a dance. You need some structure or boundaries to experiment with for the days / week ahead; you can’t try everything all at once. At the same time your player needs to be empowered and encouraged to improvise “in the moment” of the game. These improvisations can become a great discovery that is molded into a proven method that is mastered over time.

As a Coach you have to dance with your players’ current level of awareness and ability. You may know a lot more about the mastery of this game than they do, but you need to keep your suggestions – always with Permission – to ideas that are a match for where they are on the path of development.

Also, even when you know a lot more about how to play the game, it is vital that you allow your player to take the lead in crafting the game plan; then add to it or influence as the situation warrants. This is a fine line! While you must allow your player to try new things that do not work or create a mess, at the same time you also don’t want them walking blindly into a disaster. This is a judgment call. As always, the best plan is to ask Permission and then speak your mind; then let the player decide.

The existence of challenges is integral to finding the game. A challenge is anything that gets in the way of creating the desired result with your actions. Challenges are what make a game interesting and fun. By definition, if there were no challenges, it would not be a game; it would be work that you could control.

Guiding your player as they respond to challenges and find ways to play WITH them is a major part of coaching. A challenge is NOT a problem. A problem is something you want to solve and go away; a challenge is something you want to encounter and grow with. Think of an athletic game: the challenge is the other team. If the other team goes away, you don’t get to play!

Next you get your player into the game and “watch” what happens!

Note: in most life/business games you won’t literally watch them do it, but you will find out what happens soon enough.

Here are the basic CREATE questions:

- What are the recurring actions that you will do each day to PLAY the game and create your results?
- What is the skill you want to explore and MASTER by taking these actions every day?

- What are the challenges in the game that expect to face by playing for these results?
- How can you bring the Spirit of Play into these challenges?
- What support do you need?
- Who do you want to BECOME as a result of facing these challenges?

### **Finding the game can be a challenge. Proceed with caution!**

The real challenge for the coach is finding the right balance in your guidance. Directing is too much. Only watching is too little. Guiding is somewhere in between and you need to continually assess your player and the situation to determine how much guidance they need.

The other challenge is “holding your tongue” when your player is about to do something that you are pretty sure is going to fail. Again you don’t want them walking into a disaster BUT at the same time you can’t protect your player from mistakes and messes. They are part of every worthwhile game.

### **Example of CREATE**

Here at CoachVille we are always trying new experiments in our pursuit of new students signing up for our school. (Like YOU!)

Another result we are always in pursuit of is the “WOW” experience for our students. This is another area where we are always exploring new ideas... and making a fair number of messes in the process. ;- ) Yet we are well known for being the most innovative coaching school; you can’t innovate without messes!

### **A note for managers becoming Coach Approach Leaders**

This is another area where you really have to learn how to dance with your players. Traditionally managers are taught to control their employees and make sure they don’t make mistakes.

The best approach here is to open up some space for experimentation while talking openly about the boundaries of play. Creating desire for innovation with transparency about the cost of certain messes and mistakes can create a deeper collaboration.

Being open to what your player might discover in their pursue of results could be a great opportunity for you and the organization.

### **Benefits – How does the CREATE make you a better coach?**

1. When you become masterful with the CREATIVE process in your own life and the lives of others (AKA becoming a Player/Coach) you can be a real force in the world for good.
2. Often your players will CREATE something that is a great inspiration or benefit to you.
3. Guiding your players to take the risk of becoming a creator in life can be an ongoing source of joy and fulfillment.

4. Humans are born to CREATE. By guiding your player back to their own creative process you will make a HUGE difference in the world.

### How do you know if you're getting it?

1. You find yourself naturally talking about creating a game rather than lists of tasks.
2. You start to think about new experiments all the time.
3. In coaching conversations you easily challenge your player to create while also naturally weaving in your own ideas.

### What are some common mistakes to avoid?

1. Trying too hard to direct your player away from possible failure.
2. Putting too much of YOUR "experience" into your players game plans.
3. Thinking you have to fully understand how your players game plan is going to "WORK" before they try it. You have to learn to "get the picture" or "get a feel for it" vs. needing to intellectually understand it all.

### Basic Skill: Design Actions

Ability to create with the player opportunities for ongoing learning, during coaching and in *work/life situations*, and for taking new actions that will most effectively lead to agreed-upon coaching results

- a. *Brainstorms and assists the player to define actions that will enable the player to demonstrate, practice and deepen new learning,*
- b. *Helps the player to focus on and systematically explore specific concerns and opportunities that are central to agreed-upon coaching goals,*
- c. *Engages the player to explore alternative ideas and solutions, to evaluate options, and to make related decisions,*
- d. *Promotes active experimentation and self-discovery, where the player applies what has been discussed and learned during sessions immediately afterwards in his/her work or life setting,*
- e. *Celebrates player successes and capabilities for future growth,*
- f. *Challenges player's assumptions and perspectives to provoke new ideas and find new possibilities for action,*
- g. *Advocates or brings forward points of view that are aligned with player goals and, without attachment, engages the player to consider them,*
- h. *Helps the player "Do It Now" during the coaching session, providing immediate support,*
- i. *Encourages stretches and challenges but also a comfortable pace of learning.*

**Additional Notes:**

- j. A coach is aware of designing recurring actions vs. a list of tasks
- k. A coach designs actions that are practices to improve skills
- l. A coach designs actions that stretch the player out of their comfort zone

## 2.4) Coaching Super Power: Grow – Evaluate What Matters

### Introduction {update; was learn}

LEARN. In the play framework this means helping our player acquire and build capabilities rather than accumulate information and right answers. You do this by evaluating what happened in the game. You are the objective pair of eyes to help them learn from everything that happened, and everything that didn't happen! Sounds like fun right?

In every experience of playing for results there are so many things to learn from. A BIG key here is that we are guiding the player to CREATE their best way to create the results in the world; we are NOT trying to get them to get the right answer; in play there are no right answers, there are opportunities to LEARN and pursue personal mastery.

The transformation from loser to LEARNER is a big part of this experience. Since the players we are coaching grew up in the Industrial Age they will have a difficult relationship with failure; remember, failure was not an option. So we need to guide our player into looking at the experiences of play with judgment-free awareness and become a learner rather than a loser. Not getting the desired results and learning something is an essential part of any good game.

The learning process is created by "looking" back on what happened in the game; looking at actions and reactions, choices and possibilities, desire outcomes, surprising outcomes, undesirable outcomes. Then with the player you hone in on what is most important to look at and learn. Then you talk about it and come up with a new plan and get your player back in the game.

Feedback is the breakfast of champions. This is a phase we love about the experience of being a player. When your player really gets that playing for results is NOT about right and wrong answers but rather an ongoing creative process, they begin to SEEK feedback rather than avoid it. Great players are in pursuit of mastery. Great players know that you only become great by facing big challenges and learning.

As a coach you will want to bring awareness to how your player learns. AND possibly introduce them to new ways of learning when they are ready. A residual of the Industrial Age is that people think that they need to LEARN by studying the right answers before they do anything. You will probably need to guide them into the process of learning from experience; you can also introduce them to collaborative learning.

### Learning Objectives

#### With the LEARN Super Power:

- You will guide your player on the engaging quest to learn from everything in the game and become a SEEKER of feedback in the pursuit of mastery.
- Your player will dive into LEARN-MODE; fueled by their purpose and their desire to create results
- Using Judgement-Free Awareness as a foundation you will help them look at everything that happens and doesn't happen with open eyes and curiosity.
- Using Permission as a foundation you can share your observations about what they are doing that is creating a positive influence and what they are doing that is creating a negative influence on the results.

## What are the general truths about the LEARNING?

1. We are all avid learners. However our joy of learning got stifled in the right/wrong environment of Industrial school. This is why the play framework – with the essential truth that you can learn from every experience – is so freeing.
2. Learning is the ongoing development of capabilities; to do things well and create results. (again, NOT the accumulation of information or right answers)
3. When we are learning we feel energized and alive. This is how we were meant to live.
4. Learning from the feedback we experience in the game accelerates our ability to create the results that add value to others and fulfill our purpose in the world.
5. After your player has an experience of playing for results (CREATE) the LEARN Super power is about evaluating what happened and using it to THINK of a new way to play the game better the next time. Reviewing the game results is a collaborative exploration.
6. Evaluating what matters is NOT about making a list of everything that went “wrong”.  
It is being curious in how you look at what happened to find potential improvements AND creative ideas that can become the next experiment.

## How to use the “LEARN” with your players...

LEARN is about transforming the game experiences into learning that helps the player get better results in the next game. The desired results remain constant for the time frame, but the way the game plays out will be a little or a lot different every time.

The LEARN process is a dance. You need to celebrate what went well in a realistic way, look at the challenges with curiosity and openly explore “mistakes” and missed opportunities. This is a lot to do so you have to keep the right balance.

In the CREATE process you and your player came up with a variety of experiments to try, new territories to explore and new skills to try out. You need to keep track of what they are “playing with” so you can help them evaluate what happened in a somewhat orderly fashion. You may have to remind them that what they are doing is a CREATION or an EXPERIMENT! It is not a guaranteed path to get the right answer. In great games, there are no guarantees!

Also you have to help your player see mitigating circumstances and how they affect results. Sometimes your player will get an amazing positive result but it came about in a fluky way that is not repeatable. Other times they may take creative actions that don’t get the desired result but were really close and on the right path.

As the Coach, you have an objective view of your player and the game. So when you are evaluating the game with your player you need to take the lead in the conversation with curious questions that spark awareness for the player.

Exploring how your player responded to challenges is a major part of coaching. You have to dance with your players’ current ability to process feedback. You may know a lot more about the mastery of

this game than they do, but you need to keep your critique – always with Permission – to ideas that are a match for where they are on the path of development.

### **Here are the basic LEARN questions:**

- Tell me about the results of the game. What happened? What did you learn from that?
- Tell me about what didn't happen? What did you learn from that?
- Did anything unexpected happen? What did you learn from that?
- What challenges did you experience? How did you respond to them?
- How can you bring the Spirit of Play to this challenge the next time?
- Who did you BECOME as a result of facing these challenges?
- What do you want to play for in the next game? What will you do differently this time?

### **Evaluating what matters can be a challenge. Proceed with caution!**

The BIG challenge in the learning process is finding the balance between support and challenge. You want to support them in their own learning process but you also want to challenge them to see things in a new way, or look at things they are avoiding.

You definitely want to avoid "I told you so" type of comments when things don't go well.

You can go to the "maybe try it my way next time", but only very sparingly. Done in the right way at the right time you can build trust, at the wrong time it will diminish trust. Tricky.

The other challenge is "holding your tongue" when your player faces a challenge you know a lot about. There is a time to share your ideas, but don't jump in with a quick tip too often. This will put you into the "Answer Man" club and you want a deeper connection.

### **Example of LEARN**

Since we are always trying new experiments we are often staring in the face of lots of feedback.

The biggest challenge is usually wanting to "give up too quickly" when something doesn't work the first time. Related is deciding when to end an experiment that is not improving the results we are playing for.

### **A note for managers becoming Coach Approach Leaders**

As in all of the steps of THINK – CREATE – LEARN this is an area where you really have to learn how to dance with your players. Traditionally managers are taught to control their employees and quickly correct their mistakes.

When your players begin to play for results rather than complete tasks you have to open up to lots of new experiences; which is also the gateway to new possibilities.

Being open to what your player might learn in their pursuit of results could be a great opportunity for you and the organization. This is how you create a "learning" organization.

### **Benefits – How does the LEARN make you a better coach?**

1. When you become masterful with the LEARNING process in your own life and the lives of others (AKA becoming a Player/Coach) you can be a real force in the world for good.
2. Often your players will LEARN something that is a great spark for you.
3. Humans are born to LEARN. By guiding your player back to their own learning process you will make a HUGE difference in the world.

### How do you know if you're getting it?

1. You find yourself naturally seeking feedback in what you are doing.
2. You start to think about new challenges that you can learn from all the time.
3. In coaching conversations you easily guide your player into Learning from the game while also naturally weaving in your own ideas.

### What are some common mistakes to avoid?

1. Being too eager to provide a quick tip when your player faces a challenge.
2. Going too far into the details of every situation rather than honing in on one or two things that represent everything your player needs to learn right now.
3. Thinking that learning something only means avoiding mistakes the next time.

### Basic Skill: Manage Progress

#### Managing Progress and Accountability

Ability to hold attention on what is important for the player, and to leave *responsibility with the player to take action*

- a. Clearly requests of the player actions that will move the player toward their stated goals,*
- b. Demonstrates follow through by asking the player about those actions that the player committed to during the previous session(s),*
- c. Acknowledges the player for what they have done, not done, learned or become aware of since the previous coaching session(s),*
- d. Effectively prepares, organizes and reviews with player information obtained during sessions,*
- e. Keeps the player on track between sessions by holding attention on the coaching plan and outcomes, agreed-upon courses of action, and topics for future session(s),*
- f. Focuses on the coaching plan but is also open to adjusting behaviors and actions based on the coaching process and shifts in direction during sessions,*

- g. *Is able to move back and forth between the big picture of where the player is heading, setting a context for what is being discussed and where the player wishes to go,*
- h. *Promotes player's self-discipline and holds the player accountable for what they say they are going to do, for the results of an intended action, or for a specific plan with related time frames,*
- i. *Develops the player's ability to make decisions, address key concerns, and develop himself/herself (to get feedback, to determine priorities and set the pace of learning, to reflect on and learn from experiences),*
- j. *Positively confronts the player with the fact that he/she did not take agreed-upon actions.*

**Additional Notes:**

- k. Debriefing after each weekly game powerful form of managing progress
- l. Giving your player a game card where they earn points for actions and results creates a rewarding and fun form of accountability

**2.5) Coaching Mistakes: Preachy & Reactive**

We will continue our exploration Thomas Leonard's collection of 50 "Coaching Mistakes and How To Avoid Them; Less Oops. More WOW!"

**Preachy**

- a. The coach always has an answer or solution for what player is experiencing. The coach fails to elicit the player's opinions, putting down the player's own experience and intelligence.
- b. The coach has strong opinions and pushes them on player, instead of sharing them. At worst, comes across as rude and inconsiderate.
- c. Needing to be "right" and attempting to convince, instead of just putting out ideas as options. Can develop into a contest of ideas, not coaching.
- d. The coach narrowly proselytizes one way to look at something, instead of offering several alternatives.
- e. Putting "shoulds" on the player ("you should do X"). May lead to arguing.
- f. The coach comes from arrogance, not curiosity.

**Reactive**

- a. When a coach can't be with, or isn't comfortable with the player's problems or pain.
- b. Attempting to fix, resolve player's problems. Not understanding that the player may only need to be listened to regarding the issue, does not want feedback from the coach.

- c. Reacting emotionally to a player's situation. Projecting your own feelings about the subject onto the player and adding to the problem rather than relieving it.
- d. The coach pushes the player to change, take advantage of an opportunity, and address an issue. Pressing your agenda onto the player.
- e. The coach tries to protect the player from themselves or reality.
- f. Jumping in too soon with comments / advice / solution. The coach fails to take time to reflect before reacting.

### *Friend vs. Coach*

A friend is supposed to jump into the emotion with you  
vs. coach maintains a more reflective perspective

## **2.6) How to coach a critical moment with Role Play**

As you know we put a LOT of emphasis on coaching the recurring activities of the game. When you focus on recurring activities you will reveal a lot what we call: “critical moments”. A critical moment is one that has a big impact on whether or not your player gets the results they want and reaches their objective.

There are many possible scenarios for a critical moment in the games of life but MOST of them involve engaging in a conversation.

- a) It could be “critical” because it happens over and over again without desired results
- b) It could be “critical” because the possible rewards are great
- c) It could be “critical” because it could be emotionally challenging in some way

The BEST coaching skill for “critical” moments is the role play. The role play is where the coach plays the role of the person the player needs to talk to. It could be a specific person. Or it could be a “typical” person for a recurring activity.

Doing a role play can feel uncomfortable for both coach AND player but when you understand the power of it, it is well worth expanding your comfort zone.

The bottom line is that playing a big game requires practice and our players never get to practice before jumping into the game. At the same time, doing a role play allows you, the coach, to “hear” your player in action and get a much better idea of their capabilities as a player.

To do a great role play only takes a few minutes.

**Here is your 8-step method for a great role play:**

- 1) Ask the player to describe the persons’ general characteristics in 30 seconds.
- 2) Ask the player to describe the persons’ point of view toward the issue

- 3) If the person you are playing is of the opposite sex, you do not have to change your voice ;-)
- 4) As the coach, play it straight the first time and just get into it for a few minutes to see what happens
- 5) Call time out! Share feedback if you have some. Ask the player for feedback on how you are playing the role and refine if necessary.
- 6) Try it again. Throw in a few twists as the role player if you want to see how your player responds
- 7) Repeat as many times as necessary until you feel your player has confidence for the conversation.
- 8) You may need to ask them to do some practice or prep on their own and try it again in your next session.

## 2.6) Coaching Practice for Session #2: RESULTS

### Coach Prep

This session is about Game Design. Which is based on the question: what are the results your player wants to Learn? Another way of asking the question is: how will your player add value to the customer / community / cause?

And while going with the flow of the questions, look for opportunities to co-Learn a life changing conversation using these 3 “Super Powers”:



### #4) Think – Freedom to Choose

As you talk with your player about what they want to do, how they THINK will be revealed. You will see what they currently believe is possible for them.

Designing a specific game for the next 5 weeks is a revealing exercise in “choosing”. They can’t do “everything”. Here you want to help them become aware of the fact that they are choosing.

Do they have the freedom to choose? Are their choices being dictated by some situation?

### #5) Create – Play First

As you talk with your player about the game you will see how they currently LEARN their daily life. Do they see it as a sequence of tasks they have to complete? Is that what life is about? Or do they see it as game that they get to play? Is that what life is for?

Here you can bring attention to the degree that their thinking is based in 20<sup>th</sup> century work mentality. Common themes include perfection trap, doing your own work and do it right the first time.

Your game is to gradually free them up to move into the creative space of play.

### #6) Learn – Evaluate what matters

As workers in the Industrial Age we hated evaluation because there were only two options; either you did it right like you were supposed to, or you did in wrong and now you are in trouble. We learned this worker mentality every day in school. As a Coach Approach leader you must introduce them to player mentality. Players are in pursuit of results so they embrace feedback; they want to learn from everything.

Players embrace that in pursuit of results sometimes it happens, and sometimes it doesn't AND that by LEARNING they can get the results they desire more often. When you are playing a game there is so much you can look at and learn from. The first thing to do is to select a small subset to look at so that you don't Learn overwhelm. As a coach you will want to bring awareness to how your player learns. AND possibly introduce them to new ways of learning when they are ready.



## The Coaching Outline for Session #2

### Playing for the Dream = Playing for Results

1) Quick Hello

**Say:** Welcome back! It's great to be with you again.

**Say:** Today we are going to plan how you can pursue your dream in a playful way!

**Ask:** Does that sound good to you?

Wait for the “yes”.

### 2) The Dream

**Ask:** Share with me your latest thinking, anything new about YOUR Dream that you want to share with me?

Make note of any updates from the 1<sup>st</sup> session.

### 3) Define the RACE

**Say:** "We are going to use the Human RACE model to plan how you can play for your Dream and unleash your Superpowers." RACE is an acronym for Results – Actions – Challenges and Evaluate

#### R) RESULTS!

**Say:** *First we are going to talk about results. In the Play Mindset a result is when something happens in the world “as a result” of your actions. So this isn't the action part, this is the what you want to have happen in the world while you pursue your dream. Another way to think about it is that “the World” is other people.*

**Ask:** What are some of the results that you want to create as part of your dream?

**Ask:** What is the impact you want to have on other people through this result?

#### A) ACTIONS!

**Ask:** What are the recurring actions that you will do each day to PLAY for your results?

**Ask:** How will these actions call upon your abilities?

**Say:** Last session we talked a little bit about your Superpowers. A superpower is an ability that is refined until it is capable of BIG impact.

**Ask:** Do any of these abilities have Superpower potential for you?

{Coach: If you are noticing a player ability or quality that they are not saying, YOU can offer it as an observation. ASK FOR PERMISSION first}

### C) CHALLENGE!

*Ask:* What are the challenges that you expect to face by playing for these results?

*Ask:* How can you bring the Spirit of Play into these challenges?

*Ask:* What Superpowers will these challenges evoke?

{Coach: If you are noticing a challenge that they are not saying, YOU can offer it as an observation. ASK FOR PERMISSION first}

### E) EVALUATION! –

*Ask:* How will we evaluate your play each week?

*Ask:* Where can we look for valuable feedback?

{Coach: If you are noticing a feedback opportunity that they are not saying, YOU can offer it as an observation. ASK FOR PERMISSION first}

## 4) Wrap Up Your Play Plan Conversation

*Say:* “OK, we have a great play plan for the week.”

*Ask:* “What are your highlights from our conversation?”

*Ask:* “Did you learn anything about yourself or your dream today?”

## Chapter 3) Coaching Theme: Awareness – Be Yourself

### **Awareness = Your “YOUUnique” view of the world**

When you look at the Coaching Super Power trapezoid you see the major coaching themes on the left side: Belonging, Results and Awareness.

One way of understanding this:

Belonging is WHY we coach - it facilitates the coach-player relationship

Results is WHAT we are coaching for – it is what the player wants

Awareness is HOW we coach – it is how we help our player get better results

As a player in any game, the more you can understand yourself and see what is happening around you the more choices you have and the better you play.

Becoming “aware” while playing is almost impossible, because while you are playing your focus is on the game. What the coach does is help the player “see” themselves and the game better through conversations and exercises when the game is not on. In athletics you can think of the time between “games” or during a “time-out”.

### **What is there to become aware of?**

This is a big question and there is a range compelling answers: one would be everything; another would be only what is most important to see right now to make the next improvement.

As a coach you help your player become aware of:

- What were the results of the game and what can be learned from the experience
- What were the challenges of the game and what did they “ask” of the player
- What resources do they have available that can be leveraged in the game
- How did their choices in the game impact the results; what other options were available
- Patterns of choices that they make; and how they could be maximized or improved
- What is their current skill level in an action; what their true gifts are
- What is the best way to improve a skill to get better results

### **Talking about what happened in the game**

There are two fundamental coaching experiences: 1) Where you directly observe your player “in the game” 2) Where you do not observe your player “in the game”.

Most life, business and leadership coaching is based on the second scenario so the coach helps the player become aware by talking about the game with the player

based on the player describing the experience. In this case you use the Power Cycle to “see” the game through your players eyes by what they share. It is intense. It is truly awesome when you do it well.

However in many Coach Approach Leadership situations the coach does have some direct experience of observing the player in the game. In this case you still talk with the player about their experience but you have your own observations to contribute to the discussion.

### **The Coaching Power Cycle – the “HOW” of coaching**

The Power Cycle is a flow of 4 Super Powers that are used to expand awareness; awareness that leads to “becoming” a better player, taking better actions and creating better results.

Coaching begins with asking *curious* questions. With the 3 Super Powers of Belonging as facilitators, and the 3 Super Powers of Results as the content, you dive into questions about the players’ experience of the game. You always want to know how they “see” it.

As the player shares about what happened in the game, what they see and what they want, you – the Coach - are “*Triplex*” listening. This means that you are hearing what they say, what they don’t say and the energy and beliefs coming through what they are saying.

As you Triplex listen to the player you will have thoughts and feelings “pop” into your awareness. Using the Permission Super Power as a facilitator, you use *Self-Trust* to share what you are seeing. Your awareness as the Coach comes in many forms and includes: feedback, an idea, an insight about what might have happened, a related experience that adds value. The player may or may not resonate with what you are saying. The key at this stage is to NOT get attached to being “right”, even if you are. Often when you share something that you see it will create new awareness for the player.

As you engage in asking curious questions, triplex listening and sharing via self-trust, opportunities will arise to *Go Deep* into the situation. This is where you go deeper by asking a more revealing question or sharing a more provocative insight. You will know that it is “deeper” by the way you feel about it... a little edgy. Often these deeper conversations will enter some new territory in your relationship: which will be powerful for both the coach and the player. Going deep is the real juice of life coaching and where most new awareness happens.

### **Blind Spots**

The reason coaching is such a powerful form of relationship is because as the player we cannot see ourselves play while we are playing. The coach is an “outside observer” who can help the player see what they cannot see as a gateway to better play and better results.

The deeper version of this concept is that beyond seeing what is happening – or not happening – in the game, we don't see ourselves or even know ourselves as fully as we could. When we don't see something about ourselves, like a habit or a pattern of choices or a belief, this is referred to as a blind spot. Coming to know ourselves more fully is one of the most profound experiences of being alive! Being in a worthwhile game in pursuit of results with a great coach is one of the best ways to come to know yourself in this way – to see into your “blind spots”. Often it is the great challenges that we face in the games of our lives that spark these awareness opportunities.

### **Coach Approach to Life Fundamental = Be Yourself**

There are 3 fundamentals to the “Coach Approach to Life”: Build Relationships, Add value and Be yourself.

The ability to create awareness is the core ability that accelerates the experience of Being Yourself. Being Yourself is all about awareness.

In the 20<sup>th</sup> Century – the Industrial Age – being yourself was not a good idea. Rather than seeing the world in your own unique way the acceptable approach was to attempt to see the world the same way everyone else saw it. Seeing the world your own way and being yourself was the rare domain of “artists” who typically lived as “outsiders”.

In the 21<sup>st</sup> Century – the Connected Age – the way the way you see the world facilitates your unique contribution to create results in the world. In the Connected Age YOUR LIFE is ART and you are the artist.

## 2.x Class 2 Prep)

### Coaching Super Theme: Results – Add Value

#### Results = Your “YOUUnique” contribution in the world

The fundamental reason why any individual chooses to become a player in a game with a coach is because they have a strong desire to create new, better or bigger results in the world. No one needs a coach to keep doing what they are already doing!

“Results” are what happens in the world when you take action. **In a game, the results are something that you can NOT control but you can influence** with your strategy, energy, skill, resourcefulness and luck.

*Question: What are you playing for in your game that you cannot control but you can influence?*

#### Coaching Super Power: Plan!- Freedom to choose

PLAN. In the context of playing a new, bigger, better game we begin with what the player wants to do to fulfill their purpose. What game objectives are they free to choose right now? Then we gradually introduce the player to new ideas to consider and new ways of thinking.

*Question: Why is it important to understand how and what your player thinks?*

#### Coaching Super Power: PLAY

PLAY. In the play framework this means finding the game actions that will create the results in a way that adds value to others. Sounds like fun right?

We start with the premise that there are MANY possible ways to create the desired results. This is VERY different than the Industrial Mindset which dictated that there is one correct way to do everything. Your game as a Coach is to guide your player through the creative process to find the best way for them based on their current abilities and preferences.

*Question: How does playing for results spark your creativity?*

#### Coaching Super Power: Learn – Evaluate What matters

LEARN. In the play framework this means helping our player acquire and build capabilities rather than accumulate information and right answers. You do this by evaluating what happened in the game. You are the objective pair of eyes to help them learn from everything that happened, and everything that didn't happen! Sounds like fun right?

*Question: What will it take for you to learn from the game vs. seeking information?*

#### Coach Prep

This session is about planning how your player will play for their Dream. Which is based on the question: what are the results your player wants to create? Another way of asking the question is: how will your player add value to the customer / community / cause?

And while going with the flow of the questions, look for opportunities to co-create a life changing conversation using these 3 “Super Powers”:

#### **#4) Plan – Freedom to Choose**

As you talk with your player about what they want to do, how they PLAN will be revealed. You will see what they currently believe is possible for them.

Designing a specific game for the next 5 weeks is a revealing exercise in “choosing”. They can’t do “everything”. Here you want to help them become aware of the fact that they are choosing.

Do they have the freedom to choose? Are their choices being dictated by some situation?

#### **#5) Play – Play First**

As you talk with your player about the RACE for their Dream you will see how they currently PLAY their daily life. Do they see it as a sequence of tasks they have to complete? Is that what life is about? Or do they see it as an opportunity to express themselves creatively? Is that what life is for?

Here you can bring attention to the degree that their thinking is based in 20<sup>th</sup> century work mentality. Common themes include perfection trap, doing your own work and do it right the first time.

Your role as a coach is to gradually free them up to move into the creative space of play.

#### **#6) Grow – Evaluate what matters**

As workers in the Industrial Age we hated evaluation because there were only two options; either you did it right like you were supposed to, or you did it wrong and now you are in trouble. We learned this Worker mentality every day in school. As a Coach you must introduce them to Player mentality. Players are in pursuit of results so they embrace feedback; they want to learn from everything.

Players embrace the reality that while in pursuit of results sometimes they happen, and sometimes they don’t AND that by LEARNING they can get the results they desire more often. When you are playing there is so much you can look at and learn from. The first thing to do is to select a small subset to look at so that you don’t experience overwhelm. As a coach you will want to bring awareness to how your player learns. AND possibly introduce them to new ways of learning when they are ready.

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*Say:* “OK, we have a great play plan for the week.”

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*Ask:* “Did you learn anything about yourself or your dream today?”

**Chapter 3) Coaching Theme: Develop – Play Together**  
**For Class 3 of 6**

**“The ultimate reward of practice is not winning,  
it is the joyful experience of playing well.”**

**“If you are willing to see, the game will teach you  
everything you need to learn.”**

**-Manny Schellscheidt  
Hall of Fame Soccer Coach**

## 3.1) Coaching Guide for Session 3 ~ Develop and Play Together with Role Play

### 1) WELCOME (and permission to coach)

**Say:** "I am really excited continue our coaching."

**ASK:** Do I have your permission to be your coach today? Are you ready to get started?

{wait for them to say, YES} "OK. Let's go.

**Say:** Great! Today we are going to take a BIG step toward playing better for your dream by role playing a pivotal conversation. We will get to that in a moment. Before we do that...

### 2) Big Dreams (Purpose)

**Ask:** Share with me any insights you had about playing for your Dream last week?

{Coach: listen and ask any curious questions that pop up for you; ESPECIALLY listen for anything that sounds like a conversation that you could role play}

### 3) Experiences (and Action) {the Performance-Possibility Gap}

**Say:** Let's do a quick check-in on how you played.

**Ask:** Please share with me about your important **actions and results**.

{Coach: listen and ask any curious questions that pop up for you; ESPECIALLY listen for anything that sounds like a conversation that you could role play}

**Ask:** What was the most interesting **challenge** you faced and what did you discover about your Superpowers?

{Coach: listen and ask any curious questions that pop up for you; ESPECIALLY listen for anything that sounds like a conversation that you could role play}

### 4) Develop (Play Together)

**Say:** Today we will play together by doing a role play of a pivotal conversation in your Dream

**Ask:** Let's think of a conversation that we can practice right now. Any ideas?

{Coach: Most people don't think much about Role Playing conversations. So if they don't have any ideas it is up to you to suggest something from what they have

shared about their dream.

If together you can come up with anything, Role Play introducing themselves at a social or networking event. Or sharing their dream with someone they have hesitated sharing with.}

### Set up the Role Play

1) **Ask:** Who am I playing? Please describe the person's general characteristics in 30 seconds.

2) **Ask:** What is the result or influence that you want in this conversation?

3) **Ask:** What is the person's point of view toward the subject?

**Jump into the Role Play for a few minutes. Remember... It's PLAY!!**

5) **Call time out! Share your observations.**

**Ask:** How am I doing playing the role? Do I need to refine anything?

6) **Try it again.** Throw in a few twists as the role player if you want to see how your player responds

7) **Repeat** as many times as necessary until you feel your player has confidence for the conversation.

**Ask:** What are your insights from this practice?

### 5) Play Plan

**Ask:** How can you apply what we practiced to your dream this week?

**Ask:** What other actions and results are you playing for this week?

**Say:** "OK, this is a good place for us to wrap up this session.

**Say:** "My challenge for you between now and next week is to bring the spirit of play to as many of your actions and experiences as you can.

**Ask:** "Can you do that?"

**Wait for them to say: "YES!"**

**Say:** "Great! Have a great week of play. Talk to you soon"

**NOTE:** if you want to stay connected with them via text or email, you can confirm those details with them.

## 3.2) Coaching session Overview

### Prepare for Role Play

Role Play is THE most important Life Coaching skill.

Coaching occurs by being a practice partner and playing together so that your player can experiment and grow. One of the primary ways we play life is by relating with other people. So as a coach you need to be able to create practice situations so that your player can play better at relating. You do this by role playing pivotal situations and conversations.

There are many possible scenarios for a pivotal moment in life:

- a) It could be “pivotal” because it happens over and over again without desired results
- b) It could be “pivotal” because the possible rewards are great
- c) It could be “pivotal” because it could be emotionally challenging in some way

The role play is where the coach plays the role of the person the player needs to talk with. It could be a specific person. Or it could be a “typical” person for a recurring activity.

Doing a role play can feel uncomfortable for both coach AND player but when you understand the power of it, it is well worth expanding your comfort zone.

Doing a role play allows you, the coach, to “observe” your player in action and get a much better idea of their capabilities as a player.

To do a great role play only takes a few minutes.

**Here is your 7-step method for a great role play:**

- 1) Ask the player to describe the persons’ general characteristics in 30 seconds.
- 2) Ask the player to describe the persons’ point of view toward the issue/situation
- 3) Ask the player what is the positive influence that they are playing for in the conversation; what do they want the other person to say or do. Usually this means there is some offer or request that they want the other person to say “Yes” to.

Note: To play the role of another person, you do not have to change your voice. You can sound like yourself and still play the role.

4) As the coach, play it straight the first time and just get into it for a few minutes to see what happens.

5) **Call time out!** Share your observations. Ask the player for feedback on how you are playing the role and refine if necessary.

6) Try it again. Throw in a few twists as the role player if you want to see how your player responds

7) Repeat as many times as necessary until you feel your player has confidence for the conversation.

**Note: if your player can not think of a pivotal conversation to play with, a good default for most people is to practice introducing themselves in a social situation or business event.**

### **Coach Prep**

Within each question use your intuition and curiosity to create a deeper exploration.

While going with the flow of the questions, look for opportunities to co-create a life changing conversation using the 4 “Super Powers” of the Power Cycle.

### **#7) Curiosity – Exercise Wonder**

Ask the questions in the coaching outline.

Then if you have a question pop into your awareness, ask it.

As much as possible, frame your questions in an open ended way rather than implying an answer in the question.

“Have you ever tried posting on Facebook”? (has the answer in the question)

vs.

“Have you tried social media?”

vs.

“How do you create visibility for what you are sharing?”

### **#8) Triplex Listening – Saying -> Not saying -> Belief/Energy**

Listen fully with attention AND ease. Don't TRY hard to listen.  
(There won't be a test on what they are saying!)

Hear what they are saying.

Listen for what happened;

Listen for what they want.

Hear what they are NOT saying.

Listen for what they are avoiding or resisting;

Listen for what didn't happen.

Hear the energy underneath their words.

Listen for dissonance between what they are saying and how it feels;  
Listen for their beliefs and perceptions.

### **#9) Self-Trust – Feel it -> Say it**

As you dive into the questions and listening you will have insights and observations pop into your awareness that will influence the conversation. The KEY is to ASK Permission before you share them.

eg. “I have an observation about this, can I share it with you?”

“I just had an insight while you were talking, may I share it with you?”.

Wait for them to say “Yes”, before you share.

The key is to listen to your “gut” / “heart”.

Be open and let thoughts “pop” for you.

When you share something from your “gut” you are moving from influence to vulnerability as a coach-approach leader. After you share, let go of the need “to be right” about what you shared; your player may or may not resonate with what it.

### **#10) Go Deep – Look beneath the surface**

When looking at bigger possibilities or exploring challenges, there is always something happening beneath the surface of the conversation.

What is REALLY going on here?

How do you REALLY feel about it?

**THE BIG IDEA:** The coaching outline gives “just enough” structure to guide the conversation while you practice the 4 Super Powers of the “Power Cycle”. For example, while you are exploring the challenges your player experienced, if you feel something, SAY something!(#9) (remember to ask permission first #2)

### ***3.3) Coaching Theme: Develop ~ Play Together***

{write this}

### ***3.4) Coaching Super Power: Curiosity – Exercise Wonder***

## **Introduction**

Curiosity is the first step in the Coaching Power Cycle that leads to expanded awareness for your player. Remember that the Power Cycle is a flow of 4 Super Powers that are used to expand awareness; awareness that leads to “becoming” a better player, taking better actions and creating better results.

Curiosity is all about asking questions. Asking provocative questions is the hallmark of great coaching. The first 6 Super Powers that you have explored have all been fueled by great questions. Your own curiosity is what takes these questions to the next level with your player.

If coaching was a car, questions would be the steering wheel; you use them to guide the direction of a coaching conversation.

Here we rely on the Permission Super Power as a foundation. Always ask permission before you ask a question that dives into a deeper level conversation or new territory.

Through curiosity you become a collaborative learner WITH your player. Your aim is to create the experience with your player that you really want to learn about them, you want to share in their experience of the Dream AND you want to share what you know BUT only when and how they need to know it.

## **Learning Objectives**

With the Curiosity Super Power:

- You will understand that questions are the starting point of great coaching conversations
- You will trust your own sense of wonder to guide you to great questions
- You will allow yourself to be a collaborative LEARNER not just a KNOWER / EXPERT
- You will know how and when to use different types of questions
- You will learn how to recognize “the bunny trail”; too many curious questions that don’t create new awareness that serves the purpose of getting better results.

## **What are the general truths about the Curiosity?**

1. The more curious you are about the player as a person and the players experience of the game – aiming to see the game through their eyes – the better you will be able to coach them.
2. There are different types of questions; Leading questions (generally bad), clarifying questions (good in small doses), open ended questions for exploring and yes/no questions for choosing.
3. You can change the way you see the world by changing the questions you ask; as a coach you are a role model for asking better questions

4. As you get into a conversation about the game your own sense of wonder will pop questions into your mind. ASK them! If the question seems deeper than usual or into a new direction, ask permission first.

5. Mostly great questions will just pop into your mind while you are coaching. However, there are some great questions to keep in your coaching “toolkit”.

## **How to use Curiosity with your players...**

### **Start with curiosity mindset**

This is a big moment in your life as a Coach / Coach Approach Leader. Up until this moment you were trained to believe that your value came from knowing the answers; from being the expert. Here you will find out that your REAL value as a guide / leader begins not with answers, but with questions. Freaky I know. There will be a time for sharing what you know... but now is not that time.

The FIRST thing you must do is get curious; to exercise your sense of wonder. It is in there, but you may have to dig a little; it may be buried under a life time of being trained to know the right answers AND don't ask too many questions!

### **Ask the “standard” questions to get the conversation started.**

The coaching guides provide you with excellent coaching questions. Start there. Just ask these questions WITH your sense of wonder behind them. There is no right answer to these questions! So you should really wonder what your player might say.

### **As your player shares about the game, your own sense of wonder will pop questions into your mind.**

Here is where it gets really interesting. Remember, you are a human! You are naturally VERY curious; even if it was stifled by years of Industrial Training! So as you are listening to your player share their thoughts to the standard coaching questions, your mind will pop with “wonder”!

When this happens... ASK! This may sound strange, but it is even ok sometimes to interrupt your player to ask a curious question that pops in your mind. These spontaneous questions are the juice of great coaching conversations; this is when coaching becomes a co-creation.

### **Ask the questions that you feel will serve your shared purpose**

When you learn to trust your curiosity, LOTS of curious questions will pop into your mind when your player is sharing. With practice you will gain an “instinct” for knowing which of these questions will best serve your shared purpose with your player.

Some curious questions can lead down what is called a “bunny trail”. This is when a path of conversation is “interesting” but doesn't lead to any big awareness that

helps your player get better results. This takes some practice to sense, but what will happen is you will actually be able to feel energy in your body when a conversation is going down a track that will not bear fruit.

The only way to cultivate this “instinct” is with practice. Start with going with the flow of your curiosity but don’t go too far from the trail of the standard questions. The coaching outlines will keep you on a good path.

### **Examples of leading questions**

Leading questions are when you ask a question with the answer you want embedded in the question. These types of questions should be avoided.

- Don’t you think that was a bad idea?
- Do you think you should go to the meeting early?

Here is the point about leading questions: There is a time to make specific observations or strong suggestions to your player. When it is time for this, just SAY it, don’t put a suggestion in the form of a question. This screws up the trusting energy of curious questions between you and your player. In other words if you often ask leading questions, they won’t trust that your questions are curious.

### **Examples of clarifying questions**

Clarifying questions are used when you want to get a better understanding of what your player is saying or where your player wants to go in the conversation. They can be very useful. BUT if you use them too much the player will get the feeling that you don’t “get” where they are coming from.

- This situation you just described, is this something you want to explore or did you just want me to know?
- This situation you just described, do you feel that is accurate or is it your interpretation?
- This situation you just described, do you think that is a real opportunity or is it more of a future possibility?

### **Examples of great open-ended questions:**

The Coaching guides for the Super Powers we have already covered provide great examples of open ended questions.

- Why do you want to play this game?
- What would it mean to you personally if you won this game on your own terms?
- What is the recurring result that you want to create each day in the game?

- What is the impact you want to have on other people through this result?
- What is the tangible measurable OUTCOME you want to create by getting these results?
- What is your overall approach to creating these results on a daily basis?

Here are a few great open questions you can use often...

- What did you learn from this challenge?
- Who is this challenge asking you to become?
- How are you going to celebrate this big win?

**Here is the framework of a great yes/no choice question:**

Yes/No questions are great when your player is making a choice about something. Most people are better off tapping into their “body wisdom” when making choices rather than trying to use logic to figure everything out. You can really help your player by asking them a series of choice questions.

So for a quick example if you were helping your player choose among a variety of marketing options you would set it up with your player like this.

OK, we have talked about a lot of different options here. Let’s make a choice for what to do next. I will ask you about each option and you just listen to what your “gut” says about each one...

- Do you want to try using Facebook to find new clients?  
{be quiet and wait for them to answer}
- Do you want to go to networking events to meet potential customers?  
{be quiet and wait for them to answer}
- Do you want to try writing a blog to share your message?  
{be quiet and wait for them to answer}

This is a powerful process that will really help your player move forward with inner confidence in what they are doing.

**Exercising Wonder can be a challenge. Proceed with caution!**

Earlier in this section we mentioned the concept of “bunny trails”. A bunny trail is when your curiosity goes too far and you dive into a path of questions and answers about something your player shared. When you get into really wanting to know your player better – rather than looking at them as a person who can get a job done – it is easy to get fascinated by them in many ways. This is good, except often big chunks of time can disappear and you didn’t make progress on their game.

So this is something to keep an “eye” on as you are coaching. It is a good idea to set a specific time frame for your coaching conversation so that you keep things on track. This takes some practice but the goal is to have an easy flow where you are staying on track while also being open to a few curious explorations.

### **A note for managers becoming Coach Approach Leaders**

Here are a few important considerations for managers becoming Coach Approach Leaders that also apply any time you start coaching someone you have known in another context like employee or colleague or friend (or if you are brave spouse or parent/child)

When you are coaching, you ask a lot of questions! So right away this might feel strange at first with people that you have known in another context. However, if you stay in the zone of “focused curiosity” your player will eventually love that you are really into them, their game and their success. Truth is most of us are starving for this kind of attention.

But again, since it may be new to your player that you are asking so many questions, at first they might get a bit on the defensive. So two things you can do: 1) tell them that when you are coaching you are going to ask a lot of questions; that is how coaching is done. 2) In your first few coaching conversations, keep your questions curious and creative rather than problem solving. Problem solving questions are more prone to crossing the line into “interrogation” / trying to figure out who is at fault.

A big clue to keep the conversation in the coaching zone is to be result focused rather than problem or task focused. Another clue is to remember that you are just as interested in who your player is becoming as you are in what they are doing. Using Permission and Judgment-Free Awareness will really help here as well.

This is another one of those “dancing” scenarios that just takes practice to stay in the coaching zone.

### **Benefits – How does the Curiosity make you a better coach?**

{Notes: helps you move out of expert mode/ answer man/woman mode; you will find out a lot more about what is really going on with your Player }

A lot of times as a manager or helpful friend you are called upon to figure out the solution to every problem. This can make you feel important but is ultimately unsatisfying and ineffective for creating a great team.

The BIG BIG benefit is that by being curious and practicing the Coaching Power Cycle you can move out of expert mode / “Answer Person” mode. While as a coach you will definitely share ideas and suggestions and perspectives with your player, you are just as interested in your player cultivating their own abilities to play the game. Playing the game means making decisions, taking actions and creating results (Coaching Trapezoid Level 2)

Another BIG benefit of starting with curiosity is that YOU can get into learn mode and learn more about your players and what they are experiencing in the game. This will ultimately help you move from the illusion of control to the reality of positive influence. Your team will create a better environment; better results and YOU will sleep better at night!

### **How do you know if you're getting it?**

1. Your players can't wait to talk with you because they know the conversation will be a great adventure.
2. You are able to be curious without going down the "bunny trail"; meaning you are able to keep the conversation open to exploring while maintaining focus on the results... at the same time.
3. You know when to ask open ended questions to explore and when to ask yes/no questions to help your player choose.
4. You can stay in the Coach Zone and move gracefully through the coaching dialogue no matter what is happening in your player's game.

### **What are some common mistakes to avoid?**

1. Ignoring curiosity and getting right into "solving the problem"/ interrogation questions.
2. Going too far down the bunny trail of curiosity and losing focus on the result you are playing for.
3. Only asking one type of question; open ended / yes-no choice.
4. Asking leading questions; questions that have the preferred answer embedded.
5. Pushing curiosity too far to where it feels more like interrogation!

### **Basic Skill: Powerful Questions**

Ability to ask questions that reveal the information needed for maximum benefit to the coaching relationship and the player

- a. Asks questions that reflect active listening and an understanding of the player's perspective,
- b. Asks questions that evoke discovery, insight, commitment or action (e.g., those that challenge the player's assumptions),
- c. Asks open-ended questions that create greater clarity, possibility or new learning
- d. Asks questions that move the player towards what they desire, not questions that ask for the player to justify or look backwards.

## ***3.5) Coaching Super Power: Triplex Listening – Saying : Not Saying : Energy***

### **Introduction**

Triplex Listening is Step 2 in the Coaching Power Cycle (the HOW of Coaching) As we learned in the Curious Questions Chapter, as a coach you will ask a lot of questions. Well, after you ask a question your player will start talking so you will have to start listening.

Listening like a coach may be quite different than how you have ever listened before. Industrial listening was listening for facts, information and problems; and while the other person is talking, you are trying to” solve the problem” and figure out how to respond.

Triplex “Coaching” listening is different. When you are listening you are aiming to “see” the game through the players’ eyes and through your experience and intuition at the same time.

Triplex Listening is the Super Power that requires the most practice to do well. Triplex listening means you take in what your player is saying; you also take in what they are not saying; and you take in the energy underneath what they are saying.

Triplex listening leads to knowing what to say – either something to share, that will come in the next chapter on Self-Trust, or something to ask as we discussed in the last chapter.

### **Learning Objectives**

With the Triplex Listening Super Power:

- You will learn to listen through your experience and intuition trusting that you will KNOW what to say next rather than trying to formulate a response while you are listening.
- You will learn how to listen on three levels at the same time by activating your intuition.

### **What are the general truths about the Triplex Listening?**

1. Triplex listening is really powerful and really hard!
2. It requires a zen-like state of relaxed presence and concentration. If you are trying too hard you are not doing it right!
3. When you provide triplex listening, your player will be amazed at what you “hear”.

4. Triplex Listening, taking the person in, is a profound form of relating that we are all capable of.

### **How to use the Triplex Listening with your players...**

You asked a question and your player starts talking. This is what you do next. This is what you do MOST of the time while you are coaching.

Remember that the aim of the coaching power cycle is to pop new awareness that helps your player see the game better, see themselves better, see the world better; All of this will accelerate their ability to create better results: the ultimate aim of coaching.

You are listening to “take your player in” and SEE the game through your players’ eyes. Not trying to remember what they are saying or figure anything out. When you can see through their eyes you can use your intuition and experience to help them play better.

You are taking them in on three levels: saying – not saying – energy.

“**Saying**” is the easy part but the key here is to NOT listen as if there was going to be a test later on what they said. You are “taking it in” not trying to “figure it out”.

“**Not saying**” is a little more challenging. Your intuition and experience will tell you if they are missing something or avoiding something or if they are leaving out something from their experience of the game. It may or may not be intentional. An easy example here is when you ask your player about the game and they start talking and don’t mention anything about the results. Mmm. This takes practice and relaxed focus, but you will start to hear it.

“**Energy**” comes to you in many forms. If you are on the phone you hear the tone of voice. If you are face-to-face you also see body language. In either case you also FEEL what your player is saying. This is also called “body listening”. Here you especially notice dissonance between what your player is saying and the energy you are picking up. You will probably find that you are already doing this all the time when you listen to people, but now you will do it intentionally.

### **Conversational Rhythm**

The flow between two people in a conversation is a dance; each naturally knowing when it is their time to talk and when to listen. Sometimes there is space between and sometimes the energy picks up and talking – listening goes back and forth like a ball in ping pong game. Most of the time you will naturally match your players’ rhythm in a conversation but sometimes they will match you. Your rhythm with your player will generally improve over time.

### **Artful Interrupting**

This is an essential skill of Triplex Listening. There are two basic scenarios where this will be very useful.

When your player starts talking and you are listening they may share more than you can “take in” at one time. You may need to jump in before they stop talking. “Whoa, this is a lot to take in! Can I share what I have so far?” (Permission)

They may also launch into a lengthy story with more detail than you need to hear. Remember coaching conversations typically have a time limit so you both need to move fairly quickly. In this case you may need to jump in and say something like: “OK, this is quite a story. I think I have a sense of what happened. Can you skip ahead to the bottom line?”

### **Embracing Silent Spaces**

When your player shares something and you are taking it in, you may need some space before you respond. This is OK. Also, when you ask a provocative question your player may be silent for a while before they respond. Silence is OK. Don't feel like you need to fill it too quickly.

**Hearing what someone is “Saying – Not Saying – Energy” can be a challenge. Proceed with caution!**

When you first start “taking people in” you will feel all kinds of stuff!! This is a profound level of relating that we are all capable of but rarely practice. It may seem a little too intimate for work or business relationships but the truth is, this is what human relating is supposed to be about in all domains of life.

### **A note for managers becoming Coach Approach Leaders**

Triplex listening or “taking people in” requires a level of vulnerability for both the coach and player that is rarely experienced in a business setting. This is not a bad thing, business relating needs a significant upgrade! Using permission space and judgment-free awareness are really important here so that both of you feel safe.

A big point here is that you can NOT Triplex listen while you are multi-tasking! When you are in the coach zone with your player you need to put all of your attention into the coaching conversation.

### **Benefits – How does the Triplex Listening make you a better coach?**

1. Triplex Listening facilitates everything else that happens in the Coaching Power Cycle.
2. Triplex Listening will enable you to coach bigger players in bigger more complex games.
3. Your player will greatly value their time with you. They will feel that you “get them” better than anyone else they know.

### **How do you know if you're getting it?**

1. You can “take it in” when your player is sharing and you can confidently pop a curious question or a share.

2. When you hear something your player is NOT saying, they wonder how you did that and the conversation moves to a deeper place.
3. You can really SEE what your player is sharing as if you were there when it happened.

### **What are some common mistakes to avoid?**

1. Trying too hard
2. Jumping to conclusions

### **Basic Skill: Active Listening**

Ability to focus completely on what the player is saying and is not saying, to understand the meaning of what is said in the context of the player's desires, and to support player self-expression

- a. Attends to the player and the player's agenda, and not to the coach's agenda for the player,
- b. Hears the player's concerns, goals, values and beliefs about what is and is not possible,
- c. Distinguishes between the words, the tone of voice, and the body language,
- d. Summarizes, paraphrases, reiterates, mirrors back what player has said to ensure clarity and understanding,
- e. Encourages, accepts, explores and reinforces the player's expression of feelings, perceptions, concerns, beliefs, suggestions, etc.,
- f. Integrates and builds on player's ideas and suggestions,
- g. *"Bottom-lines" or understands the essence of the player's communication and helps the player get there rather than engaging in long descriptive stories,*
- h. *Allows the player to vent or "clear" the situation without judgment or attachment in order to move on to next steps.*

## ***3.6) Coaching Super Power: Self-Trust – Feel It...Say it***

### **Introduction**

Self-Trust is Step 3 in the Coaching Power Cycle (the HOW of Coaching) As we learned in the Triplex Listening Chapter, as a coach you will invest a lot of time listening to your player. As you triplex listen, “things to share” will pop into your awareness. Self-Trust is about feeling what you need to say and then trusting yourself to say it; Feel it... Say it. Some of the things you will want to share will be deeper than a typical conversation; we will discuss this in the next chapter.

Remember that while you are in the coaching zone you are looking at “the game” through your players’ eyes and your own experience at the same time. As you look at the game with them there will be so many things that you want to share to help them see more (awareness) and get better results.

There are so many things to share: Observations, Feedback, How-to Suggestions, Experience, Problem solving, Inklings and Patterns. The first challenge is to trust that what you see and want to share is valuable. The second challenge is that often there are several things you want to share and you have to trust yourself to choose which will serve your player best in the moment.

Here again we rely on the Permission Super Power as a foundation. It is always wise to establish permission before you share something that is popping up for you during a coaching conversation.

### **Learning Objectives**

With the Self-Trust Super Power:

- You will learn how to trust what you are feeling and share it.
- You will learn several different categories of things to share with your player.
- You will learn the effective “openers” for each type of share.
- You will learn to tap into “extra intelligence”.

### **What are the general truths about Self Trust?**

1. When you are listening, your attention is on your player, so you will not be “thinking about what to say”. However with self-trust what you need to say will just pop up when it is your time to talk.
2. When you are listening you will sometimes feel a LOT of different things, and you will learn to trust yourself to share what is most important in the moment.

3. There is an “extra intelligence” between you and your player that you can both tap into when you practice self-trust.
4. Learning to self-trust is the gateway to masterful coaching.

### **How to use the “Self Trust” with your players...**

The flow of a coaching conversation is asking questions, listening and sharing. I guess that is pretty much all conversations. What makes a coaching conversation unique is game play language and the focus on awareness, results and belonging. Here in the Coaching Power Cycle we are focused on expanding awareness.

As you are asking curious questions and triplex listening you are focused on your player because triplex listening requires most of your bandwidth. So you don't have a lot of space to figure out what to say when it is your time to speak. You just have to trust yourself to ask another curious question or say the best thing to move the conversation toward awareness and the player toward results.

This is the real super power here: The ability to keep your attention on triplex listening and then trusting yourself enough to just say the right thing without THINKING about it. Just feel it and say it.

**BIG POINT:** After you share something, don't be attached to your player embracing what you have shared. They probably will, but they may not. Either way is ok. You don't have to always be right! In fact not worrying about needing to be right or be the expert is what opens up the possibility of trusting yourself and sharing.

#### **A few scenarios to be aware of:**

You may want to take a few notes – but not like there is going to be a test. Write down a few key words to remember things you want to ask about or share.

You may need to artfully interrupt if you REALLY need to share something and your player is not stopping to let you speak or if your player is going on too long into story.

If you do need a moment to “think” about what to ask or share next just say so! For example: “Give me a moment to think of where we should go with this”.

Also, if you have a few possibilities that you could share and you are not sure which is best, you CAN ASK your player! I was thinking about “this” or “that”, which do you feel would be most helpful.

#### **An overview of the typical things you will want to share**

(and a few thoughts about how to go about each one)

#### **Observations**

An observation is something that just pops into your mind about your players' situation. These will give your player a different perspective on their game.

## **Feedback**

Feedback is when you have a comment about something they did well or a mistake that was made or an opportunity missed. In the early phases of a coaching relationship it is a good idea to emphasize that you have permission to share “negative” feedback. But once you have a solid coaching relationship with your player they will ask you to tell them how they can play better.

A quick point about feedback: In the Industrial Age feedback was never perceived as a good thing because we were supposed to know how to do everything the right way. Then there was the period where everyone was special and got a trophy even if they came in last place. These folks are not so fond of feedback either. So you have to be gentle about it BUT if your player is serious about creating results, they will learn how to embrace feedback from the game and from you.

## **How-to Suggestions**

A “How-To Suggestion” is when you want to share the details about how to do something. How-to training is definitely an important part of coaching but you want to emphasize permission space so that your player is on board with learning from you.

The first key is to customize what you are sharing to your player. Take into account their current level of skill and awareness. Customized teaching is one of the BIG distinctions between coaching and training.

Another key is to maintain a collaborative connection even when you are teaching something. You don’t want to go into expert/guru mode. You want the player to own what they are learning from you and to choose to try it out in their own way.

## **Experience**

An experience is when you share about a personal experience that you think will illuminate something for your player. The coaching session is not about you so the key here is to keep your story short and to the point. Make sure you build your share to a conclusion that the player can do something with.

## **Inklings**

An inkling is an idea that pops into your awareness while your player is sharing. This is often the real magic of a coaching conversation. It is not something that you can logically explain or justify. It is just something that you feel can help your player play better.

Without getting too esoteric here, when two people are engaged in a meaningful conversation there is an energy of awareness that connects you like an extra intelligence. When you get an “inkling” this is the extra intelligence popping into your awareness.

Trusting your inklings and sharing them is probably the most important thing that will move you into “master coach” quality.

## **Patterns**

You see patterns when you observe your player for a period of time. Seeing and sharing patterns of thinking or acting that are not serving your players pursuit of better results can be of great value to your player. Another name for sharing patterns is called: “Blind spots”. As players we don’t see ourselves very clearly and many of the things we think, say and do become habits that we don’t even see anymore.

As the coach when you share a pattern that you have observed you give your player an opportunity to choose a new way.

## **Problem Solving**

Ask permission before going into problem solving mode! There will be times when you and your player will want to solve a problem together or figure something out together. The key is to ask permission and then do it collaboratively. If you just jump into problem-solving mode your player can feel like YOU are solving the problem for them.

Once you get permission you will probably get into a zone together and it can be a lot of fun.

## **Here are the basic Self Trust “Openers”:**

- Observation: As you were sharing I thought of something, can I share it with you?
- Feedback: I have some feedback about XXX
- How-To: I have an idea about how you could do this (better). Can I share it with you?
- Experience: I have had a similar experience that might shed some light on your situation, can I share it with you?
- Inkling: I had a strange idea come into my mind as you were sharing. I am not sure where it is coming from or if it is valuable. Can I share it with you?
- Pattern: I have noticed a pattern that we should bring to the surface. Can I share it with you?
- Problem Solving: Should we try to figure this out together?

## **Feel It – Say it can be a challenge. Proceed with caution!**

Probably the biggest challenge is trusting what you are feeling and then saying it. Most new coaches really hold back on sharing what they feel at first. As they build self-trust their coaching gets better and better!

The next thing that is a challenge is getting “attached” to what you share such that you expect the player to embrace everything you say. If they do, great! If they don’t, let it go. And don’t make it mean that you should stop sharing.

A lot of times you will share something and your player won’t resonate with it while you are talking. Then the next time you talk with them they will say: I was really thinking about that thing you said! I had a big ah-ha moment from it.

### **A note for managers becoming Coach Approach Leaders**

Trusting yourself to share without “thinking it through” first is a pretty big leap for most managers. But doing so will deepen your connection with your player accelerate their growth and your growth too!

As a manager you may have engaged in teaching your employee things in the past as “the right way to do it”. When you get into the coach zone, it is all about helping your player find THEIR best way to get the results they desire (and you desire for them too).

You have to learn how to dance with the collaboration of your ideas with your players ideas. Traditionally managers are taught to tell your employees what to do and how to do it.

### **Benefits – How does the Self Trust make you a better coach?**

1. Trusting yourself to share to create awareness puts you into the collaborative coach zone which is very powerful.
2. When you have more self-trust you will put more bandwidth into triplex listening and you will hear more.
3. When you tap into the “extra intelligence” that exists in the space between you and your player you are tapping into something that we can’t access when we are alone. It is really the juice of master coaching.
4. Co-creating solutions and insights with your player is SUPER FUN!

### **How do you know if you’re getting it?**

1. You don’t have to try. It just happens.
2. You and your player shift into collaborative mode easily and co-create solutions and insights that neither of you could create alone.
3. Your player starts trusting themselves to see and share inklings during your coaching sessions.

### **What are some common mistakes to avoid?**

1. Not trusting yourself enough to say what you feel!

2. Getting “shut down” if something you share is not embraced by your player.
3. Arguing with your player about something you shared.

### **Basic Skill: Direct Communication**

Ability to communicate effectively during coaching sessions, and to use language that has the greatest positive impact on the player

- a. Is clear, articulate and direct in sharing and providing feedback,
- b. Reframes and articulates to help the player understand from another perspective what he/she wants or is uncertain about,
- c. Clearly states coaching objectives, meeting agenda, purpose of techniques or exercises,
- d. Uses language appropriate and respectful to the player (e.g., non-sexist, non-racist, non-technical, non-jargon),
- e. *Uses metaphor and analogy to help to illustrate a point or paint a verbal picture.*
- f. Share your observations and intuitions actively
- g. Share your expertise ONLY when needed

## *3.7) Coaching Super Power: Go Deep – Look Beneath the Surface*

### **Introduction**

Go Deep – Look Beneath the Surface - is Step 4 in the Coaching Power Cycle (the HOW of Coaching)

You start off asking curious questions and Triplex Listening to your player. As you triplex listen, “things to share” will pop into your awareness. Self-Trust is about feeling what you need to say and then trusting yourself to say it; Feel it... Say it. The big Kahuna of the Coaching Power Cycle is the “Ah Ha Moment”; when your player – and sometimes you too – has a new awareness that leads to playing better and getting better results. To create ah-ha moments, you have to be willing to go deep.

The Go Deep Super Power is the culmination of the Coaching Power Cycle. Go deep is about looking beneath the surface of the circumstances to explore what is REALLY going on with your player in the game; what is the big shift needed to create the big results they are playing for.

Going deep is sparked by an awareness that there is something beneath the surface that should be explored; and then broaching the topic.

While this applies to pursuing results in any endeavor, in life/business/leadership games the game is played in relationships and communication. Relationships are the terrain of deeper exploration of feelings, fears, desires, values, patterns and much, much more.

Becoming precedes results. This is a powerful mantra of the coaching relationship. In most cases before a new result is created in the world there is some “breakthrough in being” required. This is also known as “WHO” your player is; which is the deeper source of what they are doing and the results they are creating.

Here we rely on the Judgment-Free Awareness and Permission Super Powers as a foundation. Always ask permission before you go deep; make sure you are in a judgment-free space when exploring deeper thoughts, feelings and patterns.

### **Learning Objectives**

With the Go Deep Super Power:

- You will become aware when the opportunity for deeper awareness arises in a coaching conversation - the AH-HA window. Then you will get good at exploring it with your player.
- You will have a strong understanding of the different types of deeper awareness that are often needed to accelerate results AND you will know how to approach them.

## What are the general truths about the Going Deep?

1. Going deep requires courage and vulnerability by both the coach and player.
2. Becoming precedes results. Your player wants to create some new result in their world. There is someone they must “become” before the results start happening consistently. Becoming someone new occurs through going deep and looking beneath the surface.

A metaphor: in order to construct a taller building, you need to dig a deeper foundation.

3. The opportunity for a BIG AH-HA moment will happen a few times in a typical coaching conversation. Will you notice it? Will you jump into it?
4. You and your player both need a healthy dose of JFA so you can Go Deep in a place of “lightness”; have fun with it. Life is a game to experience NOT a problem to solve.

## How to use the “Go Deep” with your players...

The first 3 steps of the Power Cycle will create a lot of great conversation that will help your player make incremental progress in their game.

Then, seemingly out of nowhere sometimes, an opportunity for a BIG AH-HA will pop up. Sometimes the coach will have it, sometimes the player will. There is an energy that you will feel in your body when you see something big for the first time. So the first thing is to notice that it is happening.

Then the BIG question is will you broach it with your player?; or will your player feel comfortable enough to broach it with you? These moments are like a “windows of opportunity” that opens up in a conversation for a brief moment and then quickly closes if you don’t go through it.

After you broach it, then you can choose to explore it or not. Or you can choose to acknowledge it and explore it later. Either way can be appropriate, but if you don’t broach it, typically the opportunity is lost. This is not the end of the world! I have found that in a good 30-minute coaching conversation an AH-HA window will present itself 1-3 times.

If your player resonates with what you have shared you can dive into it using the Power Cycle; BUT with extra Permission and Judgment-Free Awareness because of the potential for sensitivity. It is important to connect the deeper awareness the actions your player is taking and the results your player is creating. Avoid deep conversation for its own sake even though that can be alluring.

If your player chooses not to explore it with you, they may not feel ready to look at it or they may explore it on their own after the session and come back to you with some additional insights. Another possibility is that “the thing” will pop up again in

a future session and you will have another opportunity to broach it; they may be ready the next time.

If your player chooses to explore it with you a BIG awareness like this will often become a theme of your coaching for a few sessions or more; it will be a huge growth opportunity; there will be great energy and often big results will start popping!

### **Examples of GO DEEP Awareness Opportunities**

- A fear that is blocking an important action of the game.
- A recurring pattern that is not serving your player.
- Something about the result they want is creating a conflicting intention. eg. They want more clients but they really value their free time.
- A new way of playing the game that is contrary to what has “worked” in the past; meaning they will need to let something go.
- The need for better skill; especially in something your player thinks they are already “good at”.
- A relationship that is not serving your player in getting the results they want. They may need to make a request of make a change that is out of their comfort zone.
- A skill, ability, desire or value that is an important part of them that they have hidden because it created problems for them in the past.

### **Here are the basic GO DEEP approaches:**

- “Hold on. I just had a big ah-ha about your situation. It is kind of deep, can I share it with you?”
- I just saw a possible blind spot that may be holding you back, can I share it with you?”

### **Looking Beneath the Surface can be a challenge. Proceed with caution!**

Go deep opportunities typically pop up first as an energy in your body, so you need to practice your body awareness to be good at this.

Similar to the Self-Trust Super power, the real challenge in this super power is holding back and NOT broaching the topic with your player.

Another challenge that is similar to self-trust is being attached to what you share with your player.

### **A note for managers becoming Coach Approach Leaders**

Going deep is definitely way out of the norm for a typical “work” relationship. This is why establishing when you are in “Coach Zone” is very important. There is

definitely an expectation from the Industrial Age that work relationships don't broach deeper topics requiring personal growth and expanded awareness.

But why? Life IS a deep exploration why would we turn this part of ourselves off for a BIG chunk of the day every day. Be bold! Be the manager that cares about personal growth. Be the manager that your player will remember forever.

### **Benefits – How does Go Deep make you a better coach?**

1. Creating deeper awareness is the ONLY way to create world changing results!
2. Deep Awareness conversations are the real juice of coaching. That and watching your player create world changing results!

### **How do you know if you're getting it?**

1. You have instant awareness when an AH-HA window is opening.
2. You have the courage to “drop everything” in the conversation and broach it without attachment.
3. You can smoothly connect a Go Deep conversation to actions and results.

### **What are some common mistakes to avoid?**

1. Ignoring AH-HA windows when they open up.
2. Trying to FORCE and AH-HA window into the conversation when it really isn't there.
3. Going for deep conversations and NOT bringing it full circle to actions in pursuit of world changing results.

### **Basic Skill: Expand Awareness**

Creating awareness is one of the most important and distinct elements of the job of a coach. New awareness is the purpose of all those powerful questions, active listening and direct communications!

### **Creating Awareness**

Ability to integrate and accurately evaluate multiple sources of information, and to make *interpretations that help the player to gain awareness and thereby achieve agreed-upon results*

- a. Goes beyond what is said in assessing player's concerns, not getting hooked by the player's description,*
- b. Invokes inquiry for greater understanding, awareness and clarity,*

- c. Identifies for the player his/her underlying concerns, typical and fixed ways of perceiving himself/herself and the world, differences between the facts and the interpretation, disparities between thoughts, feelings and action,*
- d. Helps players to discover for themselves the new thoughts, beliefs, perceptions, emotions, moods, etc. that strengthen their ability to take action and achieve what is important to them.*
- e. Communicates broader perspectives to players and inspires commitment to shift their viewpoints and find new possibilities for action,*
- f. Helps players to see the different, interrelated factors that affect them and their behaviors (e.g., thoughts, emotions, body, background),*
- g. Expresses insights to players in ways that are useful and meaningful for the player,*
- h. Identifies major strengths vs. major areas for learning and growth, and what is most important to address during coaching,*
- i. Asks the player to distinguish between trivial and significant issues, situational vs. recurring behaviors, when detecting a separation between what is being stated and what is being done.*

### **3.8) Coaching Mistake: Tipping**

Here is another coaching mistakes taken from a collection by Thomas Leonard available as part of the Basic CoachVille Membership – you can find them all in your member resource center.

**Mistake #3** - Jumping in too soon with advice. (aka tipping)

- \* When you "know" you've got the perfect advice for a player and feel the need to interrupt them to share it with them, your advice probably won't be heard properly.
- \* Remember, players need to share first (and be heard) before they are open to advice/solutions.
- \* Ask yourself: "Why I am so eager to jump in with my tips, suggestions, advice, solutions?"
- \* This is a major problem with coaches today.

If you notice yourself asking: "Have you tried..."  
You are about to tip.

Try asking: What have you tried so far?

Listen carefully. Then if you have a useful suggestion you can share it in context to what they have already done.

Example:

A player states that she wants to drink more water.

Coach tips: have you thought of putting a bottle of water in your bag?

BIGGER ISSUE - that is not a BIG enough game!

- Go for DEEPER issue first

- Find out the source of the issue
- Get to the bigger game
- Make a collaborative plan to teach new skills vs. tips

### ***3.9) Coaching Dynamic: Support and Challenge***

Understanding the dynamic between support and challenge is perhaps one of the most challenging things a new coach must master because it gets straight to the heart of what makes coaching a unique experience. You have to be able to read your player and their situation and determine from moment-to-moment if you need to support them or challenge them.

A couple of key observations:

1) LIFE is inherently challenging and for the most part people are grossly under-supported given what they are trying to accomplish in their lives. The experience of someone really being there for you with ready and talented support is miracle in many people's lives. As a coach, you do this every day.

2) Most people – even stressed out people – are more bored with their situations than anything else. They are actually yearning to be challenged; challenged by someone who has their best interests at heart. And challenged in a way that they can step into that is out of their comfort zone but not TOO far out. Also, they want the challenge to be in an area that has meaning and purpose in their lives. Most people experiences challenges but they are not related to something of real purpose.

3) A LOT of the time, people make the same mistakes over and over again like they are sleep walking and there is no one close enough to them with the courage to tell them to WAKE UP! As a coach you have to shed light on situations that often people really do want to look at but need encouragement to do so.

**When your player needs support you can:**

- a) Tell them what you think they need to do next (yes, this is the time to give solutions)
- b) Encourage them to tap into their purpose for playing this game
- c) Reinforce the growth you have seen in them so far

**When your player needs challenge you can:**

- a) Tell them to figure it out for themselves!
- b) Stimulate them with a big idea
- c) Show them how to step up to a bigger game

### 3.10 Class 3 Prep

*Question: What is there to become aware of?*

#### **Coaching Super Power: Curiosity – Exercise Wonder**

Curiosity is the first step in the Coaching Power Cycle that leads to expanded awareness for your player. Remember that the Power Cycle is a flow of 4 Super Powers that are used to expand awareness; awareness that leads to “becoming” a better player, taking better actions and creating better results.

Curiosity is all about asking questions. Asking provocative questions is the hallmark of great coaching. The first 6 Super Powers that you have explored have all been fueled by great questions. Your own curiosity is what takes these questions to the next level with your player.

*Question: What is there to be curious about?*

#### **Coaching Super Power: Triplex Listening – Saying : Not Saying : Energy**

Triplex Listening is Step 2 in the Coaching Power Cycle (the HOW of Coaching)

As we learned in the Curious Questions Chapter, as a coach you will ask a lot of questions. Well, after you ask a question your player will start talking so you will have to start listening.

Listening like a coach may be quite different than how you have ever listened before. Industrial listening was listening for facts, information and problems; and while the other person is talking, you are trying to “solve the problem” and figure out how to respond.

Triplex “Coaching” listening is different. When you are listening you are aiming to “see” the game through the players’ eyes and through your experience and intuition at the same time.

*Question: How do you triplex listen? Try to explain how you do it.*

#### **Coach Prep**

Within each question use your intuition and curiosity to create a deeper exploration.

While going with the flow of the questions, look for opportunities to co-create a life changing conversation using the 4 “Super Powers” of the Power Cycle.

#### **#7) Curiosity – Exercise Wonder**

Ask the questions in the coaching outline.

Then if you have a question pop into your awareness, ask it.

As much as possible, frame your questions in an open ended way rather than implying an answer in the question.

“Have you ever tried posting on Facebook?” (has the answer in the question)

vs.

“Have you tried social media?”

vs.

“How do you create visibility for what you are sharing?”

## #8) Triplex Listening – Saying -> Not saying -> Belief/Energy

Listen fully with attention AND ease. Don't TRY hard to listen.  
(There won't be a test on what they are saying!)

Hear what they are saying.

Listen for what happened;  
Listen for what they want.

Hear what they are NOT saying.

Listen for what they are avoiding or resisting;  
Listen for what didn't happen.

Hear the energy underneath their words.

Listen for dissonance between what they are saying and how it feels;  
Listen for their beliefs and perceptions.

**THE BIG IDEA:** The coaching outline gives “just enough” structure to guide the conversation while you practice the first 2 Super Powers of the “Power Cycle”.

## Coaching Outline for Session #3 Coach the Game – “BIG Awareness”

### 1) Quick Hello

**Say:** Welcome back! It’s great to be with you again.

**Say:** Today we are going to get deeper into playing for your Dream and unleashing your Superpowers.

**Ask:** Does that sound good to you?

{wait for them to say, YES} "OK. Let's go.

### 2) The Dream

**Ask:** Share with me anything new about YOUR Dream that you experienced this past week?

**Listen.**

### 3) Coach the player and the Dream using ECAR (aka RACE Backwards)

#### E) Evaluation.

**Ask:** How did playing for your Dream go last week? Share with me a few experiences.

**Ask:** What were your results? In other words, what happened in the world as a result of your actions?

**Ask:** What did you learn from these experiences?

**Ask:** What can you tell me about your abilities that came through as you played?

{Coach: If you notice an observation opportunity YOU can offer it. ASK FOR PERMISSION first}

#### C) Challenges

**Ask:** What challenges did you experience?

**Ask:** What did you learn from these challenges?

**Ask:** Did these any of these challenging experiences evoke your Superpowers?

**Ask:** How can you bring the Spirit of Play into a challenge like this the next time?

{Coach: If you notice a growth opportunity that they are not saying, YOU can offer it as an observation. ASK FOR PERMISSION first}

#### A) Actions

**Ask:** Do we need to refine the actions of playing for your dream this coming week? If so, how?

**Ask:** What is a new experiment we can try to utilize one of your emerging Superpowers?

{Coach: If you notice an action opportunity that they are not saying, YOU can offer it as an observation. ASK FOR PERMISSION first}

#### R) Results / Play Better

**Ask:** What are the results and experiences you are playing for this week?

### 4) Wrap Up Your Play Plan Conversation

**Say:** “OK, we have a great play plan for the week.”

**Ask:** “What are your highlights from our conversation?”

**Ask:** “Did you learn anything about your Superpowers or your Dream today?”

**Chapter 4) Coaching Theme: Awareness~ Be Yourself**  
**For Class 4 of 6**

**“The key to growth is the introduction of  
higher dimensions of consciousness into our awareness”**

**- Lao Tzu**

## 4.1) Coaching Guide for Session 4 ~ Pivotal Moment of Choice

### Play Together with Pivotal Moment of Choice

#### 1) WELCOME (and permission to coach)

*Say:* "I am happy to be with you again."

*ASK:* Do I have your permission to be your coach today? Are you ready to get started?

{wait for them to say, YES} "OK. Let's go.

*Say:* Great! Today we are going to take another BIG step toward playing better for your dream by role playing a pivotal conversation. We will get to that in a moment. Before we do that...

#### 2) BIG Dreams (Purpose)

*Ask:* Share with me any insights you had about playing for your Dream last week?

{Coach: listen and ask any curious questions that pop up for you; ESPECIALLY listen for anything that sounds like a conversation that you could role play}

#### 3) Experiences (and Action) {the Performance-Possibility Gap}

*Say:* Let's do a quick check-in on how you played.

*Ask:* Please share with me about your important actions and results.

{Coach: listen and ask any curious questions that pop up for you; ESPECIALLY listen for anything that sounds like a conversation that you could role play}

*Ask:* What was the most interesting challenge you faced and what did you discover about your Superpowers?

{Coach: listen and ask any curious questions that pop up for you; ESPECIALLY listen for anything that sounds like a conversation that you could role play}

#### 4) Develop (Play Together)

*Say:* Today we will play together with a Pivotal Moment of Choice

#### The Pivotal Moment of Choice Technique

1) **Ask:** Let's think of a situation right now where you are avoiding a specific action that your dream is asking you to do; Or a situation where you are experiencing doubt, fear, stress, overwhelm, frustration or hesitation; Any ideas?

{Coach: This may be obvious from what you already talked about. Or you may need to help them hone in on a specific situation.}

**SAY:** *OK let's make sure we are clear on what is happening and not happening.*

**ASK:** *The activity that we are playing with is X?*

*And when you do X (the action), what is your intended result?*

{Listen: It is important that you are both clear about the action and the intended results.}

**SAY:** *we will use a visualization technique called: "PREplay the Moment" and explore your thoughts and physical sensations.*

## 2) Visualize the scene

### Ensure a Safe Space

{Coach Note: Make sure they are in an environment where it is safe to close their eyes for a few moments. Eg. Not driving. Not in a busy public place. Not watching something on the stove top. Not chopping vegetables.}

**ASK:** *Are you in a place where you can safely close your eyes?*

**Assuming they say yes...**

### Start the Visualization

**SAY:** *close your eyes, breath naturally, and take a few moments to create the scene.*

**ASK:** *Can you describe the scene for me?*

{Coach Note: Listen carefully and get into the moment with them.

Coach Note: Make sure you can "see" it with them based on what they are describing.}

Coach Note: Some people are more fluid with visualization than others. Let them dictate the level of detail they describe.

## 3) Describe the Thoughts

**SAY:** *It is very important that you **maintain judgment-free awareness** during this exercise. You need to imagine that we are both looking at this situation as interested and caring yet detached observers. This will help us expand awareness more easily.*

**ASK:** *Do you notice any thoughts going through your mind?  
What are they?*

**SAY:** *Take your time. Continue to see yourself in the scene while being curious about everything that was going through your mind at that moment.*

{Coach Note: Just wait and listen}

## 4) Scan the body

**SAY:** *Now I want you to scan your body for physical sensations from the top of your head down to your waist. Scan slowly and remain open.*

**ASK:** *What sensations are you feeling in your body?*

Coach, at this point there are 3 possibilities. They feel nothing, they feel one thing, they feel many things.

**If they feel nothing**

**SAY:** *that is ok. Often when we experience resistance there is a sensation in the body somewhere. Often it is quite subtle like a little buzzing or tingling sensation.*

**Go down to 5) Share the wisdom of the fear**

**If they feel many things**

**ASK:** *Which sensation is most intense?*

**Have them choose one thing.**

**If they feel one thing... ALLOW it to be there**

**SAY:** *Bring your full attention to the physical sensation. Feel into it as deeply as you can. ...{pause}... You may notice some emotions coming up. Just let them pass for now and focus on the physical sensation.*

**ASK:** *Does the feeling have a shape? If so, describe it?*

**ASK:** *Does the feeling have a color? If so, what is it?*

**ASK:** *Does the feeling have a temperature? If so, what is it?*

**5) Share the “Wisdom of the fear”**

**SAY:** *Now let’s try to find the wisdom in what you are experiencing.*

**ASK:** *What is it urging you to preserve, protect or hide?*

Coach, co-create them. Explore a few options together. Encourage them to honor the wisdom of the “fear”?

**6) The Dream’s Request**

**SAY:** *That is excellent. Now let’s create a phrase to describe what your Dream wants you do.*

**ASK:** *What is your dream asking you to do in this situation?*

Coach, co-create them. Explore a few options together. Help them hone in on a short phrase.

**7) Preplay the moment again**

**SAY:** Now close your eyes for a moment and visualize the scene again while holding in your mind your Dream's request. ...{pause} See yourself making the BIG Move and everything turning out great.

**Give them 10-30 seconds of silence.**

**ASK:** *What did you see?*

**Listen.**

**SAY:** Now you have the choice to play safe or play BIG. Either one may be appropriate when you are in this situation.

## 5) Play Plan

**Ask:** How can you apply what we practiced to your dream this week?

**Ask:** What other actions and results are you playing for this week?

**Say:** "OK, this is a good place for us to wrap up this session.

**Say:** "My challenge as always is to bring the spirit of play to as many of your actions and experiences as you can.

**Ask:** "Can you do that?"

**Wait for them to say: "YES!"**

**Say:** "Great! Have a great week of play. Talk to you soon"

**NOTE:** if you want to stay connected with them via text or email, you can confirm those details with them.

## 4.2) Session 4 Overview

### Pivotal Moments of Choice

Pivotal Moments of Choice is another important Life Coaching skill that you can use to PLAY WITH your player to help them play bigger and better.

Pivotal Moments of Choice happen ALL THE TIME when we aim to play BIG.

But we rarely notice them because they happen so fast.

A Pivotal Moment of Choice is when you have the opportunity to do something that will forward your BIG DREAM. But at the same time it involves social risk and stepping into the unknown.

When this happens we face a brief but powerful inner conflict between playing safe and playing BIG; between preservation and exploration.

Coaching occurs by being a practice partner preplaying the moment with them so that the player bring the choice into conscious awareness..

There are many possible scenarios for a pivotal moment of choice:

- Talking to someone at a network event ~ should I share my dream? Or just say that I work at the bank.
- Thinking of sharing something on FB Live ~ should I just Go Live and share my idea? Or wait until it is perfectly planned some day in the future.
- Thinking of making a follow up call to someone you met ~ should I pick up the phone and invite them for coffee? Or wait until I have everything together perfectly.
- I have this time on my calendar to write a blog post/article/chapter ~ should I sit down and write something right now? Or should I wait until I feel inspired; Or wait until my office is perfectly organized?

These are phrased to sound a little but funny. But in truth we need to honor that these moments are more provocative than they appear on the surface because fear and social risk are involved.

The Pivotal Moment of Choice technique is a precise sequence of steps that requires the coaching superpowers especially Presence, Curiosity, Triplex Listening, Self-Trust and Go Deep!

### **Here is your 7-step method for playing with a pivotal moment:**

- 1) Identify a VERY SPECIFIC moment to play with together. It will most likely be a moment where the player is experiencing at least a little bit of doubt, fear, stress, overwhelm, frustration or hesitation.
- 2) Invite the player to visualize themselves IN the moment and share the scene with you.
- 3) Ask the player the player to describe the thoughts in their mind WITH judgment-free awareness and curiosity.
- 4) Invite the player to explore the body sensations they experience while in the moment.  
If they identify one, ask them to describe the shape, color and temperature.  
NOTHING ELSE.
- 5) **Ask the player to share the “wisdom of the fear”.** What is the fear trying to preserve or protect? Honor this wisdom completely.
- 6) Ask the player what their Dream is encouraging them to do. Together co-create a simple phrase to describe it. This is the “Dream Request.”

7) Go back to the visualization. Ask the player to go back to the original scene and see themselves in it while holding the Dream Request in their mind.

**Now your player can freely choose how to play the next time they are in this situation.**

**The Pivotal Moment Experience requires that you utilize your superpowers of Self Trust and Awareness!**

#### **#9) Self-Trust – Feel it -> Say it**

As you dive into the questions and listening you will have insights and observations pop into your awareness that will influence the conversation. The KEY is to ASK Permission before you share them.

eg. “I have an observation about this, can I share it with you?”

“I just had an insight while you were talking, may I share it with you?”.

Wait for them to say “Yes”, before you share.

The key is to listen to your “gut” / “heart”.

Be open and let thoughts “pop” for you.

When you share something from your “gut” you are moving from influence to vulnerability as a coach-approach leader. After you share, let go of the need “to be right” about what you shared; your player may or may not resonate with what it.

#### **#10) Go Deep – Look beneath the surface**

When looking at bigger possibilities or exploring challenges, there is always something happening beneath the surface of the conversation.

What is REALLY going on here?

How do you REALLY feel about it?

### ***4.3 Coaching Theme: Awareness ~ Be Yourself***

Awareness = Your “YOUUnique” view of the world

Awareness is HOW we coach – it is how we help our player get better results

As a player in pursuit of a dream, the more you can understand yourself and see what is happening around you the more choices you have and the better you play. Becoming “aware” while playing is almost impossible, because while you are playing your focus is on the action. What the coach does is help the player “see” themselves and the situation better through conversations and playing together. In athletics you can think of this as “practice” or during a “time-out”.

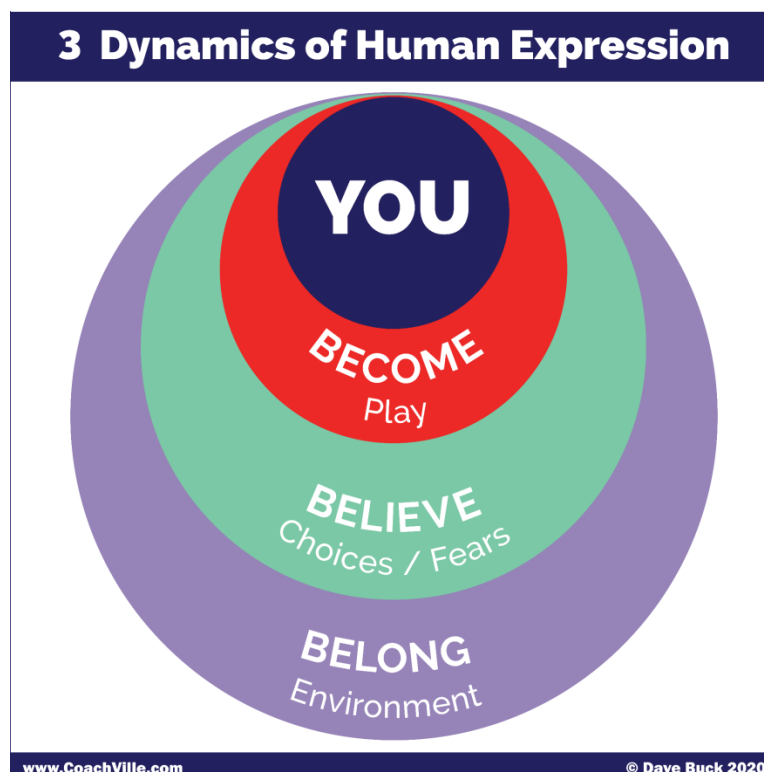
#### 4.4) Why you experience (so much) resistance to Playfulness and your Unique Power

Coaching with the “Pivotal Moment” exercise is all about creating deep awareness within the player of who they are and why they do what they do or don’t do what they intend to do.

In the next few sections of this chapter we will explore the “Human Experience” in way that partially explains why Life Coaching is so powerful AND so necessary for players with a BIG Dream.

#### 4.5) Three Dynamics of Human Expression (the forces of change)

In the human experience there are three forces of change that you need to understand in order to both play BIG in your own life and to coach for transformation: Become – Belong – Believe.



- 1) **The Urge to Become.** All humans have an inner urge to become the next version of themselves; to grow and expand. We become by playing. If we stop playing we stop becoming and stay the way we are.
- 2) **The Need to Belong.** This is the strongest of all human needs. It operates mostly on a non-conscious level and drives almost everything in the human experience. We Humans always seek belonging and status within the environment we are in.
- 3) **The Ability to Believe.** Humans are believers. The ability to believe is the catalyst of all human civilization.

All of our beliefs – about how life works, who we are and what is possible – come from navigating between our urge to become and our need to belong. In other words, we get our beliefs from our environments.

Most of our beliefs settle into a non-conscious level within us and have a non-stop profound impact of what we do and don't do on a moment-to-moment basis.

### **Coaching for Change**

To create change you need to tap into all three forces!

We need to PLAY to become the next version of ourselves.

We need to find or create a new environment where the power of profound belonging pulls us toward becoming who we must become to fulfill our dream.

We need to explore our beliefs – by bringing them up to the surface of awareness - and choose the ones that we need to uplevel in order to live our new dream.

4.6) The Journey to SUPER YOU (and why you may be experiencing resistance to playing BIG for your business dream)

# The Co-Creation Dynamics of “you” or SUPER YOU!



This is a really big deal. I am going to share with you the high level understanding from this diagram so that you can understand where many of our challenges come from when we aim to play bigger than we have in the past.

Here is the basic story of YOU! (and all of us who lived in the Industrial Age Culture)

You were born onto the Earth to experience the Human Journey! You were born with a collection of unique abilities to express and share with the people of the world.

You were born into an environment of people, places things and ideas. This is also known as a culture.

As a little person, your urge to become kicks in and you start to play. You play everything. As you play you grow... you become the next version of you day after day, month after month, year after year.

At the same time, as you play, your environment reacts to you and the need to **belong** kicks in... HARD. When your environment reacts favorably to you, you come to **believe** that it is good and safe to do what you are doing and you do it more. If your environment reacts negatively to you, you come to **believe** that it is NOT safe to do what you are doing and you curtail it or stop completely.

This is a good system for learning how to get along in the world of people. You come to **believe**, for example, that people don't like it when you throw a rock at your little sister; this belief is a good thing.

However, if for example, you are crawling around following your curiosity and a BIG person yells: "NO" and puts you into the isolation pen (AKA playpen), you may come to **believe** that it is not safe to be curious; this is not such a good thing.

At home, in Industrial school and then in Industrial jobs, your urge to **become** through play moves you into life. And as you do this the environment reacts to you. When the reactions are unfavorable – which happened a lot in Industrial Culture - your needs for **belonging** and status are threatened. As this happens you develop **beliefs** about yourself and life. Over time we come to believe a whole lot of limiting things about ourselves and our possibilities in life.

As various aspects of YOU go into the "not safe to express" category in your beliefs, you become a smaller and smaller version of you. You come to FEAR your natural playfulness and your unique powers because at one time expressing them threatened your belonging.

Fast forward to now...

So, when you experience inner resistance or doubt or FEAR attempting to do the any of the needed activities of business – which are playful and need your unique power – it is not because there is something wrong with you! It is simply because you are a human being who grew up in the Industrial Age and absorbed the Industrial Culture's fear of play and unique personal power.

I believe that this process of losing our unique power as we grow up has been a part of the Human experience since the beginning of modern civilization. All of the

Heroes Journey stories include the pattern of going out into the world, facing new challenges and discovering lost inner powers.

I also believe that the fear of playfulness and uniqueness was extreme in the Industrial Age of Work.

I also believe strongly that since all of these beliefs were established in social situations (AKA belonging) we need to explore and uplevel them in a socially safe space. This is why 1-1 and small group personal coaching is such a powerful force for personal growth.

As a side note: The CV Class experience is designed to create a powerful experience of **belonging** where you can play to **become** the next version of you and create the new **beliefs** needed to fulfill your dream!

{check this for redundancy}

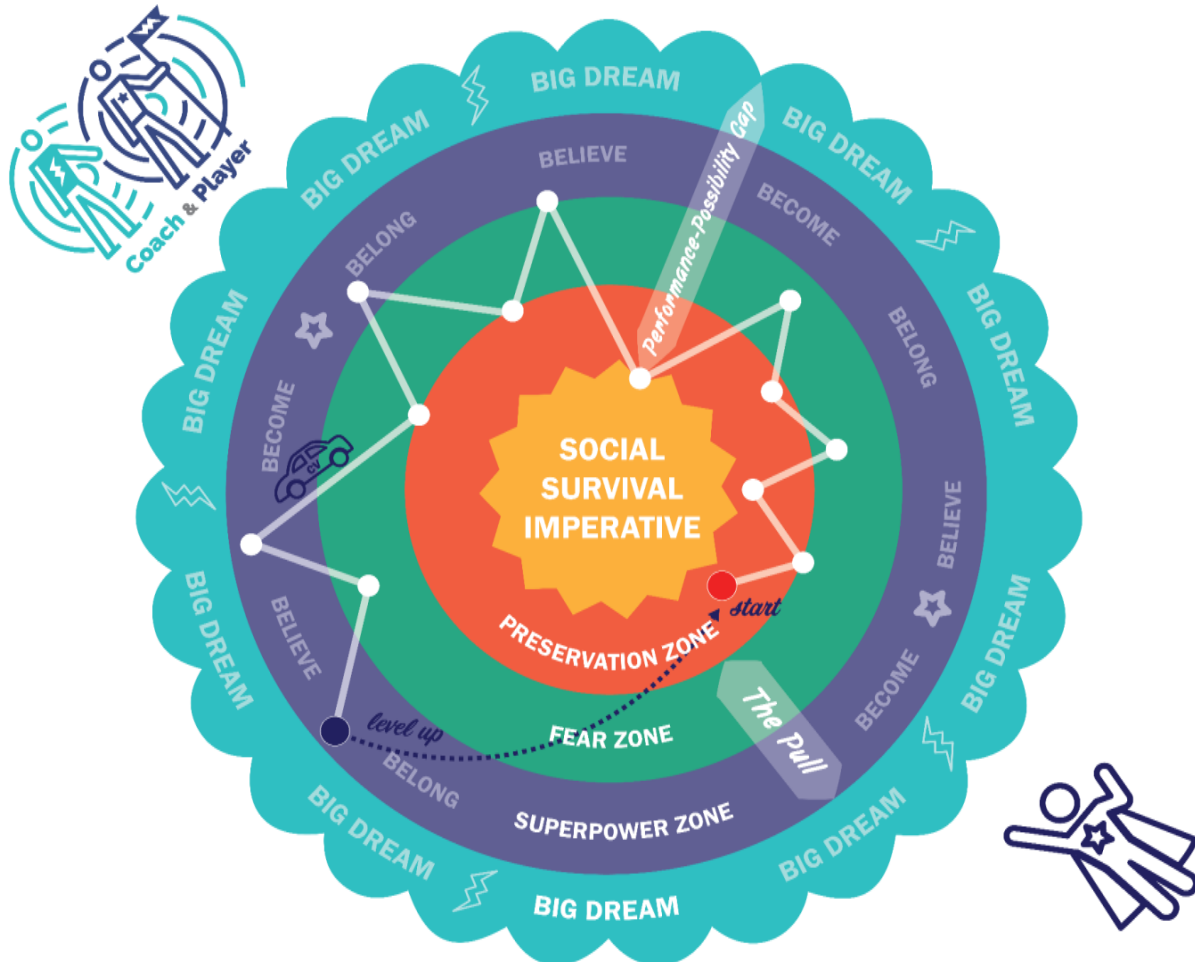
One of the main things that thwarts people when they play BIG for a dream is the experience of inner resistance. This feeling is greatly misunderstood in the personal growth world resulting in a LOT of NOT HELPFUL concepts like “self-sabotage”. I am going to tell you right now that I flat out do NOT believe in self-sabotage and we will not assess ourselves or our players with these words in class.

I believe in tenacious self-love! This is where we embrace our humanness AND our human experiences and see everything as included in our pursuit of our dreams.

## 4.7) The Human Journey with a Coach

# The Human Journey with a Coach

The Social Survival Imperative pulls the player in. The BIG DREAM pulls the player out.



The Coach guides the Player through an adventure from the Preservation Zone, through the Fear Zone, and into the Superpower Zone. Notice it is NOT a straight line!

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OK! Let's take a walk through this model. It's super fun and explains A LOT about the Play BIG experience!

**The Social Survival Imperative and the Preservation Zone:** First notice the Social Survival Imperative at the center. This force is like a magnet that pulls us toward the Preservation Zone. Here we aim to maintain the sense of belonging and status that we have in our current environment. We also seek to maintain the beliefs that are required by this environment. And finally, we limit our becoming through play to what can fit within the existing structure; which is usually not much!

The Social Survival Imperative – and the requisite need to maintain belonging – is by far the most powerful force in Human Nature.

Many personal growth programs refer to something called the “comfort zone”. It is a similar idea but I feel that the Preservation Zone is a better name for what is actually happening. First of all, many people are stuck preserving something that is not at all comfortable; yet they fight to preserve it just the same. Preservation Zone also takes away the stigma of comfort zone that implies a person is weak or lazy. Self-preservation is a super strong survival instinct and is both essential and a respectable force to be reckoned with!

**The BIG DREAM:** Next notice the BIG DREAM and the lightning bolt on the outer edge of the model. The BIG DREAM is the 2<sup>nd</sup> most powerful force in the human experience. AND it can become an equal (or better!) of the Social Survival Imperative with the companionship of a great coach and dream team.

The BIG Dream is what pulls you out into “the world” to expand your contribution to life and humanity. The BIG Dream is the equivalent of the “call to adventure” in the Heroes Journey stories. To pursue your BIG Dream you will need to leave the Preservation Zone and pass through the FEAR zone and discover and develop your Superpowers needed to fulfill the dream.

**The Pull!** : Notice The Pull! This is what we experience anytime we endeavor to pursue a big dream. The BIG Dream pulls us out and the Social Survival Imperative pulls us in. In the Heroes Journey stories this is called “refusal of the call”. While in these stories this is a one-time event at the beginning of the story. In my experience of coaching people in pursuit of a BIG DREAM this is an EVERY DAY EXPERIENCE! Hah! It is often a many times every day experience.

**The Performance-Possibility Gap:** This is the essential coaching element. When a person has a BIG Dream it includes a vision of themselves having new experiences and doing new activities or doing them in a bigger and better way than they can do them now. Anyone who goes after a BIG Dream knows that there is a gap that they will need to cross. Crossing this Gap from the current ability and situation to the vision is what coaching is all about.

**The FEAR Zone:** Fear is a fundamental Human experience. It’s purpose is to keep us safe. Fear is a feeling in the body that reminds us that in the past while doing something similar something “bad” happened. The fear comes up as a bad feeling to steer us away from the situation or action. Whenever you pursue a course of action that is beyond what you are doing now, you will experience fear on a regular basis.

The BIG insight is to realize that all of your fears were absorbed from your environments. And many of your fears are social fears about expressing your playfulness and unique power. So, if you explore the fears they can lead you back to your playful powers.

THE BIG key is this: since most of your fears were absorbed in social situations it is essential that we explore our fears in the company of a trusted guide. It is almost impossible overcome social fears by facing them alone.

**The Superpower Zone:** By walking with a coach through the zone of fear you will obtain many clues about your unique powers that have become hidden over time. Any time you contemplate a new action your body will buzz if the action resembles a troubling experience from earlier in life. Exploring these moments with a coach using the Inner Freedom Method (See Segment 11) will often reveal the expression of power that is connected to the troublesome event. BAM! You now have awareness of a lost unique power!! AWESOME!

With this awareness you can reclaim your power and use it to fulfill your BIG Dream

**NOT a straight path:** In model you can see that the path from the Preservation Zone to the BIG Dream is not a straight path. You can expect a lot of moving ahead and then pulling back. You will also notice the arrow that shows that once you become comfortable and capable in your BIG Dream, a new dream will come to your heart and a new adventure will begin!

You will experience this model as a player and as a coach in the Coaching Superpowers program.

#### ***4.8) Class Prep 4) Awareness ~ Be Yourself***

*Question: Why is self-trust so important for a coach? How can you cultivate the awareness and courage to trust yourself in coaching conversations?*

*Question: What is the value of going deep? How do you do it in a coaching conversation?*

## Coaching Outline for Session #4 Coach the Game – “BIG Awareness” (part 2)

### 1) Quick Hello

**Say:** Welcome back! It's great to be with you again.

**Say:** Today we are going to get deeper into playing for your Dream and unleashing your Superpowers.

**Ask:** Does that sound good to you?

{wait for them to say, YES} "OK. Let's go.

### 2) The Dream

**Ask:** Share with me anything new about YOUR Dream that you experienced this past week?

**Listen.**

### 3) Coach the player and the Dream using ECAR (aka RACE Backwards)

#### E) Evaluation.

**Ask:** How did playing for your Dream go last week? Share with me a few experiences.

**Ask:** What were your results? In other words, what happened in the world as a result of your actions?

**Ask:** What did you learn from these experiences?

**Ask:** What can you tell me about your abilities that came through as you played?

{Coach: If you FEEL an observation opportunity YOU can offer it. ASK FOR PERMISSION first}

#### C) Challenges

**Ask:** What challenges did you experience?

**Ask:** What did you learn from these challenges?

**Ask:** Did these any of these challenging experiences evoke your Superpowers?

**Ask:** How can you bring the Spirit of Play into a challenge like this the next time?

{Coach: If you FEEL a growth opportunity that they are not saying, YOU can offer it as an observation. ASK FOR PERMISSION first}

#### A) Actions

**Ask:** Do we need to refine the actions of playing for your dream this coming week? If so, how?

**Ask:** What is a new experiment we can try to utilize one of your emerging Superpowers?

{Coach: If you FEEL an action opportunity that they are not saying, YOU can offer it as an observation. ASK FOR PERMISSION first}

#### R) Results / Play Better

**Ask:** What are the results and experiences you are playing for this week?

### 4) Wrap Up Your Play Plan Conversation

**Say:** “OK, we have a great play plan for the week.”

**Ask:** “What are your highlights from our conversation?”

**Ask:** “Did you learn anything about your Superpowers or your Dream today?”

## **Chapter 5) Coaching Theme: Results ~ Add Value**

### **For Class 5 of 6**

“By taking the time to stop and appreciate who you are and what you’ve achieved – and perhaps learned from a few mistakes, stumbles and losses – you actually can enhance everything about your”.

- Jack Canfield

## 5.1) Coaching Session 5) Role Play + Pivotal Moment

### 1) WELCOME (and permission to coach)

**Say:** "I am really excited continue our coaching."

**ASK:** Do I have your permission to be your coach today? Are you ready to get started?

{wait for them to say, YES} "OK. Let's go."

**Say:** Great! Today we are going to take a BIG step toward playing better for your dream by role playing a pivotal conversation. We will get to that in a moment. Before we do that...

### 2) BIG Dreams (Purpose)

**Ask:** Share with me any insights you had about playing for your Dream last week?

{Coach: listen and ask any curious questions that pop up for you; ESPECIALLY listen for anything that sounds like a conversation that you could role play}

### 3) Experiences (and Action) {the Performance-Possibility Gap}

**Say:** Let's do a quick check-in on how you played.

**Ask:** Please share with me about your important **actions and results**.

{Coach: listen and ask any curious questions that pop up for you; ESPECIALLY listen for anything that sounds like a conversation that you could role play}

**Ask:** What was the most interesting **challenge** you faced and what did you learn?

{Coach: listen and ask any curious questions that pop up for you; ESPECIALLY listen for anything that sounds like a conversation that you could role play}

### 4) Develop (Play Together)

**Say:** Today we will play together by doing a role play of a pivotal conversation in your Dream

**Ask:** Let's think of a conversation that we can practice right now. Any ideas?

{Coach: Most people don't think much about Role Playing conversations. So if they don't have any ideas it is up to you to suggest something from what they have shared about their dream.

If together you can come up with anything, Role Play introducing themselves at a social or networking event. Or sharing their dream with someone they have hesitated sharing with.}

## Set up the Role Play

- 1) **Ask:** Who am I playing? Please describe the person's general characteristics in 30 seconds.
- 2) **Ask:** What is the ASK that you want to make in this conversation?
- 3) **Ask:** What is the person's point of view toward your request?

Jump into the Role Play for a few minutes. Remember... It's PLAY!!

Play the scene in a way that you make it obvious that your player should make the ASK

Pay special attention to your players energy and flow while making the ASK

- 5) **Call time out!** Share your observations.

**Ask:** How did you feel while making the ask?

OR

**ASK:** It seemed like you were avoiding making the ask. What was happening for you?

\*\*\* If your player was experiencing any hesitation, doubt or FEAR, go into the Pivotal Moment Exercise. Otherwise skip down to 6. \*\*\*

## A) Visualize the scene

### Ensure a Safe Space

{**Coach Note:** Make sure they are in an environment where it is safe to close their eyes for a few moments. Eg. Not driving. Not in a busy public place. Not watching something on the stove top. Not chopping vegetables.}

**ASK:** *Are you in a place where you can safely close your eyes?*

**Assuming they say yes...**

### Start the Visualization

**SAY:** *close your eyes, breath naturally, and take a few moments to re-create the scene we were just practicing.*

## B) Describe the Thoughts

**SAY:** *It is very important that you **maintain judgment-free awareness** during this exercise. You need to imagine that we are both looking at this situation as interested and caring yet detached observers. This will help us expand awareness more easily.*

**ASK:** *Do you notice any thoughts going through your mind?*

*What are they?*

**SAY:** *Take your time. Continue to see yourself in the scene while being curious about everything that was going through your mind at that moment.*

**{Coach Note: Just wait and listen}**

### C) Scan the body

**SAY:** *Now I want you to scan your body for physical sensations from the top of your head down to your waist. Scan slowly and remain open.*

**ASK:** *What sensations are you feeling in your body?*

Coach, at this point there are 3 possibilities. They feel nothing, they feel one thing, they feel many things.

#### **If they feel nothing**

**SAY:** *that is ok. Often when we experience resistance there is a sensation in the body somewhere. Often it is quite subtle like a little buzzing or tingling sensation.*

#### **Go down to 5) Share the wisdom of the fear**

#### **If they feel many things**

**ASK:** *Which sensation is most intense?*

**Have them choose one thing.**

#### **If they feel one thing... ALLOW it to be there**

**SAY:** *Bring your full attention to the physical sensation. Feel into it as deeply as you can. ...{pause}... You may notice some emotions coming up. Just let them pass for now and focus on the physical sensation.*

**ASK:** *Does the feeling have a shape? What is it?*

**ASK:** *Does the feeling have a color? What is it?*

**ASK:** *Does the feeling have a temperature? What is it?*

### D) Share the “Wisdom of the fear”

**SAY:** *Now let's try to find the wisdom in what you are experiencing.*

**ASK:** *What is it urging you to preserve or protect?*

Coach, co-create them. Explore a few options together. Encourage them to honor the wisdom of the “fear”?

### E) The Dream's Request

**SAY:** *That is excellent. Now let's create a phrase to describe what your Dream wants you do.*

**ASK:** *What is your dream asking you to do in this situation?*

Coach, co-create them. Explore a few options together. Help them hone in on a short phrase.

### **\*\*\* Back to the Role Play \*\*\***

6) **Try it again.** Throw in a few twists as the role player if you want to see how your player responds

7) **Repeat** as many times as necessary until you feel your player has confidence for the conversation.

**Ask:** What are your insights from this practice?

#### **5) Play Plan**

**Ask:** How can you apply what we practiced to your dream this week?

**Ask:** What other actions and results are you playing for this week?

**Say:** “OK, this is a good place for us to wrap up this session.

**Say:** “My challenge for you between now and next week is to bring the spirit of play to as many of your actions and experiences as you can.

**Ask:** “Can you do that?”

**Wait for them to say:** “YES!”

**Say:** “Great! Have a great week of play. Talk to you soon”

**NOTE:** if you want to stay connected with them via text or email, you can confirm those details with them

## **5.2) Coaching Session Overview**

The role play ~ pivotal moment combination prepares you as a coach to “Coach Life” at a very high level. The pivotal moments in the fulfillment of most BIG dreams occur when a meaningful conversation creates a desired “Yes” result! Practicing playing for a desired “yes” in an upcoming conversation is the “every day stuff” of deep life coaching for leadership, business, personal growth... pretty much everything.

The role play is where the coach plays the role of the person the player needs to talk to. It could be a specific person. Or it could be a “typical” person for a recurring activity.

As you know we put a LOT of emphasis on coaching the recurring activities of the playing for the dream. When you focus on recurring activities you will reveal a lot

what we call: “pivotal moments”. A pivotal moment is one that has a big impact on whether or not your player gets the results they want and reaches their objective.

### **Role Play an “ASK”**

In this session you are going to invite/challenge your player to practice an “ASK” conversation with you. An ASK in pursuit of a “YES” is a great way to experience playing for a desired result. Doing the Role Play is a great way to observe your player in action; and see both their conversational dexterity and their energy.

AND...

If your player experiences some resistance while asking, you can weave in parts of the Pivotal Moment coaching exercise. This Coaching Guide is set up for you to weave these two coaching methods together.

And while going with the flow of the questions, look for opportunities to co-create a life changing conversation using these 3 “Super Powers”:

#### **#4) Plan– Freedom to Choose**

Together you will choose a pivotal moment in the dream to explore. Here you find out what your player perceives the pivotal moments are.

#### **#5) Play – Pursue the Dream**

By creating a role play with your player you can Play First WITH them in a practice environment.

Here you can bring attention to their resourcefulness and resilience because practicing like this will probably be a step outside of their comfort zone.

You will be able to observe if they are stuck in a perfection trap; worried that they won't show you how perfect they are. Your role is to gradually free them up to move into the creative space of play.

#### **#6) Grow – Evaluate what matters**

By doing a role play you can evaluate how they play through direct observation. Then you can share your feedback and play again. This sequence will help your player gain confidence and capability – TRUE learning.

### ***5.3) Coaching Super Theme: Results ~ Add Value***

#### **Results = Your “YOUUnique” contribution in the world**

The fundamental reason why any individual chooses to become a player for a dream with a coach is because they have a strong desire to create new, better or bigger results in the world. No one needs a coach to keep doing what they are already doing!

“Results” are what happens in the world when you take action. **In a big dream, the results are something that you can NOT control but you can influence** with your strategy, energy, skill, resourcefulness and luck.

As a coach we help our players get better results in many ways including: better game plan, improved skills, better choices, focused energy and supportive environments.

When you pursue results, sometimes they happen and sometimes they don't; in other words, you can succeed or fail. The opportunity to succeed or fail based on your actions is actually what makes life, and any game, fun to play. Since you can fail – which is not nearly as much fun as succeeding - it sparks the desire to want to play better and succeed more often. This is where coaching comes in!

The Purpose of Coaching is to guide an individual or team to play better and win on their own terms.

This means: the pursuit of results in the world that will not happen unless YOU do it.

To jump into playing for a dream where failure is an option requires courage; this is why the safe space created with the coach is essential.

Results are the primary topic of coaching conversations. This is pretty much what you talk about all the time. The conversation begins with co-creating an understanding of the desired results that spring forth from the Bigger Why. Then creating a plan to create the results, playing for the desired results and then growing from what happened and what didn't happen.

The Coach creates a safe space for the in depth exploration of success and failure with an intense focus on learning from every experience. These conversations are where coaching makes a huge difference and it becomes clear that one should never attempt to play a BIG game in the world without a coach by their side.

The Super Powers in this section: Think, Create and Learn will empower the coach and player to create new and bigger results in the world.

### **Coach Approach to Life Fundamental = Add Value**

There are 3 fundamentals to the “Coach Approach to Life”: Build Relationships, Add value and Be yourself.

The ability to create results is the core ability that accelerates the experience of Adding Value. Adding Value is all about results.

In the 20<sup>th</sup> Century – the Industrial Age - the way to add value was by “fitting in” to an organization and following instructions – to complete tasks that you could control without making mistakes – In the Industrial Age YOU do not matter, you can be replaced.

In the 21<sup>st</sup> Century – the Connected Age – the way to add value is by expressing your unique contribution to create results in the world – to take actions in pursuit of results that you cannot control but you CAN influence. In the Connected Age YOU matter.

### *5.4) The Play Pattern Language*

Our theory is that the language of play and games is the natural language of coaching. In this program you will be introduced to play pattern language.

A pattern language is a collection of terms that bring an experience to life. So for example the simple phrase “game plan” would evoke a wide variety of thoughts, feelings and experiences. And while two people may have different experiences there would be enough common elements that each would understand what the other is saying.

Examples of terms in the play pattern language include: play, game plan, keep score, play to win, skills of the game, inner game, winning environment, practice and rest between games.

In addition, every game has its own unique pattern language.

So the game of business has language like: marketing, close the deal, profit, deliver the service, customer satisfaction, referral marketing etc. Each word or phrase has a life of its own – just thinking of “close the deal” can evoke a variety of memories and emotions.

Or the dream of romantic partnership has a language all its own as well: Show appreciation, eliminate blame, create intimacy, build trust etc.

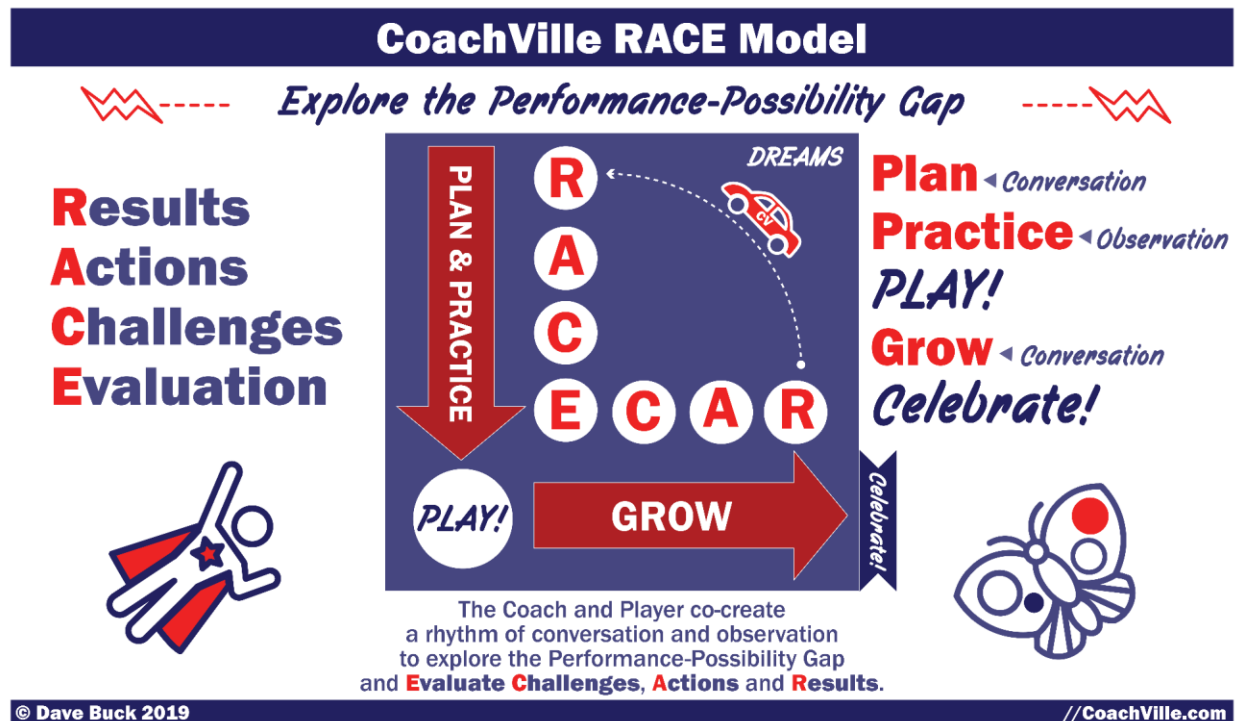
You already know the language of the endeavors you play and will eventually Coach. When you know the language you can speak with other players engaged in the same endeavor. As you learn to coach you will use the language of the endeavor, which you already know, and combine it with the play language of coaching.

We believe that there are two BIG benefits to speaking play language when you Coach:

- a) People already know play language
- b) People already understand that coaches help people play better so it will be a natural way to talk about coaching, and
- c) Using play pattern language will bring you and your player to life like nothing else! The language patterns make you feel alive. Try this: Say to someone: “I’m going to work” and see how you feel and how they respond. Then to someone else say: “I’m going out to play!” and see how you feel and how they respond. Do this 10 times and you will be amazed at the shift in energy.

## 5.5) The CV Human RACE Model

In the Coaching Superpowers pyramid we have the Play – Play – Grow section. Well, there is a little bit more to it which we will explore here.



### 1) Exploring the Human RACE-Model

**R – Result** = What happens in the world when you take an action

**A – Action** = You perform an action with skill and intent in pursuit of your desired result

**C – Challenge** = Everything that prevents your desired result from happening when you take action. HINT: Challenges are what make PLAY fun.

**E – Evaluate** = Anything that can be observed during play that will aid the coach in guiding the player to create the desired results more often AND with greater ease.

**Plan** = The coach and player talk to clarify the desired result(s) and intended actions.

The coach and player co-create opportunities for the coach to observe the player at play.

**Practice** = The player and coach play together while the coach also observes the player in action. The player can also observe the coach to get a “picture” of playing better. The coach can share what they observed and offer suggestions for how to play better.

**Play** = The player goes “out in the world” to take action in pursuit of the intended results.


Once in a while the coach “observes”; possibly through virtual attendance or video.





**Grow** = The coach and player talk to share observations about the experience of play AND aim to learn anything that the player can use to PLAY better next time.

**Celebrate** = The coach and player make a special effort to celebrate the desired results that occurred AND any new awareness for the player that feels meaningful.


### 5.6) How to Play Life & the Fear of Playfulness

## Four Pivotal Moments of Play



<p><b>RELATE</b> for Influence</p> 	<p><b>CREATE</b> and Share</p> 
<p><b>EXPLORE</b> to See and Be Seen</p> 	<p><b>EXPERIMENT</b> to Try New Ways</p> 

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Coaching is about helping another person play better; this could be basketball, piano or life! In our Play Life Method coaching program we use this model to describe how we actually play life; so that we can then discover how to play life better with a coach.

A key distinction about play that is always helpful is recognizing control and influence.

Any time you are doing something where you have 99% control of the outcome that is more like work. Play is when you are doing something and you DON'T have control of the outcome but you can influence the outcome with your energy, creativity and skill. When you do something playfully, YOU matter. In work anyone can accomplish the same outcome by following the instructions and doing it the right way.

I describe the ways we play life with four keywords: Relate, Create, Explore and Experiment.

### **Relate for Influence**

Relate means talking to other people! This is pretty much what we do all the time in life. It becomes playful where there is an opportunity for positive influence like when you are asking someone to do something with you and they might say “yes”, but they might say “no”.

### **Create and Share**

Creating is when you make a thing or you design an experience that you aim to share with others; for examples: writing, recording, designing, planning. The sharing part is all about participation and contribution. This is very much in line with the “Life is Art” concept.

### **Explore to See and Be Seen**

Exploring is when you go into a new territory; we are stepping into the unknown (hopefully with a sense of wonder) It can be a physical place, a social media platform or even a new idea. We explore to see and experience new people and new places; and also to BE SEEN by new people.

### **Experiment to Try New Ways**

Experimenting is any time you do something that you have not done before OR you do something that you have done in a new way. Often when we experiment we have an idea or a hope of what will happen but we don't actually know. A key to success is to start with an intention, be open to new possibilities AND keep track of what happens; and most important is to not look at any outcome as a failure but as learning.

Hopefully you are getting energized about playing your life!

BUT, all of us who grew up in the Industrial Age have to realize that we have absorbed A LOT of fears of our own playfulness. So next let's look a little deeper into the common fears that are associated with play.

# Four Pivotal Moments of Play with Social Fear



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You probably recognize all of these fears. As I will share many times in this playbook: we all absorbed the FEAR of our natural playfulness in the Industrial Culture. I can tell you that little children do not fear of any of these things. If you aim to play business or any aspect of life at a high level you need to embrace and transcend these fears. I will share with you more about this later: it is almost impossible to transcend social fear by playing alone. But together we can do it!

## **Relate for Influence = Fear of Rejection**

To play business you need to cultivate a high level of ease with approaching people and talking with them about your signature topic; your performance possibility gap. And then you need to invite them to a next step. This is where the fear of rejection comes in. BIG TIME.

## **Create and Share = Fear of Disappointment**

As a coach you will be creating and sharing content in a variety of forms on a regular basis. Also every time you have an opportunity to speak in front of people you are creating and sharing an experience. And if you get into facilitating group experiences that REALLY puts you into create and share mode.

The fear that we might disappoint someone or BE disappointed by someone's reaction to what we create can be a BIG block to creating and sharing.

### **Explore to See and Be Seen = Fear of Trouble**

In order to find customers, partners and people to participate in what we are creating we need to “get out there” either physically or virtually. This is what exploring is all about. When we explore we don't know what we are going to find or experience and sometimes TROUBLE happens! We end up in uncomfortable situations or attract the attention of someone we don't want to engage with. The human market place is an amazing but potentially “dangerous” place; at least at an emotional level.

The potential for trouble in the unknown is why most people stay where they are and spend their time with the same people. However, it is almost impossible to grow your coaching business this way.

### **Experiment to Try New Ways = Fear of Mistakes**

Do you resonate with this one? I sure do. This is a big remnant of the Industrial Age mindset that everything you need to do: a) there is a right way to do it b) you should be able to do it the right way every time and never make mistakes.

Of course this is nonsense! But the residue of this mindset from school and jobs keeps us locked into a perfection trap.

This makes it sooo hard to experiment and find our unique way to do everything our business needs us to do.

## **5.7) BIG OPPORTUNITY**

You can cultivate the capacity to PLAY and transcend these Industrial Age fears. You can restore your natural human playfulness.

When you do, your life will thrive and you will have more fun playing.

HOW?

- 1) **Practice** with your coach.
- 2) Explore pivotal moments when you experience fear
- 3) **Team support and belonging (in class)**; when you feel that you are not alone and you have a group of people who care about you and support you, it is A LOT easier to make big moves in the face of fear.

## **5.8) Class Prep**

***Question: What are the differences between actions to complete a task and actions in pursuit of a result? What are the differences between completing tasks and pursuit of mastery?***

Play Pattern Language

Our theory is that the language of play and games is the natural language of coaching.

*Question: How does using "Play language patterns" get you into a Coach Approach mindset?*

### **Pivotal Moments and Role Play**

*Question: What is the value for the coach in doing a role play? What is the value for the player in doing a role play? What "fears" could prevent the coach or player from doing a role play?*

## **Chapter 6) Coaching Theme: Belonging ~ Build Relationships**

**For Class 6 of 6**

**“Doing good holds the power to transform us on the inside,  
then ripple out to ever expanding circles that  
positively impact the world at large.”**

**-Shari Arison**

## 6.1) Coaching Guide for Session 6

### 1) WELCOME (and permission to coach)

*Say:* "I am happy to be with you today"

*ASK:* Do I have your permission to be your coach? Are you ready to get started?

{wait for them to say, YES} "OK. Let's go.

*Say:* Great! Today we are going to do a deep dive on what has happened so far and who you are becoming. We will get to that in a moment. Before we do that...

### 2) BIG Dreams (Purpose)

*Ask:* Share with me any insights you had about playing for your Dream last week?

{Coach: listen and ask any curious questions that pop up for you; ESPECIALLY listen for anything that sounds like a conversation that you could role play}

### 3) Experiences (and Action) {the Performance-Possibility Gap}

*Say:* Let's do a quick check-in on how you played.

{Coach, if you already know about the Pivotal Moment, then you don't need to ask this question}

*Ask:* Did you play with the Pivotal Moment we explored last week?

*Ask:* Please share with me about any other important actions and results.

{Coach: listen and ask any curious questions that pop up for you; ESPECIALLY listen for anything that sounds like a conversation that you could role play}

### 4) Develop (Play Together)

*Say:* Today we will play together by doing a deep dive on what has happened so far and who you are becoming.

*Coach:* you will use the RACE Model in reverse to guide this conversation.

### E) EVALUATE.

*Ask:* How do you evaluate how you have played for your Dream over the past 5 weeks?

*Ask:* What were your most important results?

*Ask:* What did you learn from these results?

**Find something to celebrate!**

### C) CHALLENGES

**Ask:** What challenges did you encounter?

**Ask:** What did you learn from these challenges?

**Ask:** How did these challenges bring out your Superpowers?

**Find something to celebrate.**

### A) ACTIONS

**Ask:** What capabilities have you acquired by playing for your dream?

**Ask:** Where did you expand your level of mastery?

### R) RESULTS / Bigger Why

**Ask:** How did your results fulfill your purpose to play for your Dream?

**Ask:** In what ways have you grown in the past 5 weeks?

**Find something to celebrate!**

## 5) Wrap Up OR Play Plan

### If you are wrapping up...

**Ask:** “What are your highlights from our coaching experience together?”

*Ask: Can I share my highlights?*

**SHARE SOMETHING PERSONAL!**

**Say:** Thanks so much for being my player!

### If you are continuing...

**Ask:** What actions and results are you playing for this week?

**Say:** “OK, this is a good place for us to wrap up this session.

**Say:** “My challenge for you between now and next week is to bring the spirit of play to as many of your actions and experiences as you can.

**Ask:** “Can you do that?”

**Wait for them to say: “YES!”**

**Say:** “Great! Have a great week of play. Talk to you soon”

**NOTE:** if you want to stay connected with them via text or email, you can confirm those details with them

## 6.2) Session 6 Overview

Note to coach: There are 2 possible scenarios here.

- 1) This is your final session of a 6 session series.
- 2) This is session #6 of a 12 session series. (and you are going to continue coaching this player through the Proficiency Coaching class)

Either way, this is a good time to do a deep exploration on what has happened so far and then either wrap up OR make a plan to refresh the dream and keep playing together.

### Coach Prep

#### #1) Bigger Why – Share Your Purpose

As you complete any game, it is great to look back on how playing the game fulfilled your purpose in some way.

#### #2) Permission – Control->Influence->Vulnerable

As you delve into each inquiry you will have insights and observations pop into your awareness that will influence the conversation. The KEY is to ASK Permission before you share them.

eg. “I have an observation about this, can I share it with you?”, “I just had an insight while you were talking, may I share it with you?”. Wait for them to say “Yes”, before you share.

When you share something from your “gut” that is an example of being vulnerable Coach Approach Leader. After you share, let go of the need “to be right”; your player may or may not resonate with what you shared.

#### #3) Judgment-Free Awareness

Judgment-Free Awareness is especially important when you are completing a game! We all tend to be very hard on ourselves. If you notice your player going into judgment about what they did or didn’t accomplish in the game, ask permission and then gently share what you observed.

If you notice yourself going into judgment when your player is sharing with thoughts such as: “Oh that’s bad”, or “Oh, that is not a big deal”, call “time out”! Ask permission, and then share what you are thinking. THEN... let it go!

This is GREAT practice.

## 6.3) Coaching Super Theme: Belonging ~ Build Relationships

**Belonging = a fundamental Human need**

The ability to create a profound experience of belonging is essential to coaching; first because your player will respond better to you when they feel a sense of

belonging. As a coach you will guide your player into bigger games, activities outside of their comfort zone, new challenges and greater risks. You will inspire them to explore their outer world AND their inner world. The counter balance for this courageous exploration is the “safe space” created in the coaching relationship.

Second because as a Coach you will guide your player to find and create the places in their world where they belong; where they can create the greatest value in the world, experience success and enjoyment.

Our fundamental coaching theory is that coaching is about helping an individual or team PLAY better and win on their own terms; play violin better, play soccer better, play business better, play life better.

A BIG point about coaching is that it is a personal relationship. In order to coach someone you have to KNOW them. In order to be coached by someone you have to be KNOWN by them.

Learning how to do something better in a large group or by reading a book is NOT coaching. That is training. Training is good. Coaching includes training. But training by itself is not coaching.

### **The Spirit of Play fosters belonging**

The spirit of play is a powerful inner force which is common to ALL animals – especially us humans! However, through the Industrial Age we were taught that work is important and play is frivolous. The “worker mindset” has taken a huge toll on humankind – in stress and the underlying joylessness that are pervasive in most cultures.

We see it as an essential part of our mission in the world as a community of coaches to teach people that they can PLAY to reach their objectives in life rather than WORK on them.

Play fosters an experience of belonging because play is inclusive whereas we were taught to work alone; “Do your own work” was a key mantra of the Industrial Age School.

This is important because if we can get the people of the world to PLAY together, then soon EVERYONE will have a coach because playing and coaching BELONG together. We like that idea very much.

### **Coach Approach to Life Fundamental = Build Relationships**

The Super Powers in this section: Bigger Why, Permission and Judgment-Free Awareness will empower the coach and player to create the experience of belonging.

There are 3 fundamentals to the “Coach Approach to Life”: Build Relationships, Add value and Be yourself.

The ability to create and experience belonging is the core ability that facilitates building winning relationships. Relationships are all about belonging.

## 6.4) Fundamental Coaching Theory

Here are a few definitions of coaching...

- Guide an individual or team to play better and win on their own terms
- Inspire an individual or team to produce a desired result.
- Unleash the greatness in people
- An independent, knowledgeable observer, who shares feedback, teaches skills, expands awareness and provides what is needed for the player to improve performance.

### CoachVille Theory of Coaching

- 1) Any endeavor in life or business can be played
- 2) Humans are born with the spirit of play. The spirit of play brings aliveness, creativity, resourcefulness, resilience, engagement and connection to any endeavor
- 3) The purpose of coaching is to play better; to guide an individual or team to play better
- 4) Masterful coaching is possible ONLY when the coach knows the dream the player is living into. If you have lived a dream either by playing it or being around it then YOU can learn to coach someone living a similar dream. Whenever possible, Coach the dreams you know.

### Compare and contrast...

There are many theories and definitions of coaching. This is a good and natural thing for an emerging field – and coaching is definitely emerging. As a master craftsman it is wise to learn and study several theories, methods, skills and language patterns and then ultimately you will define your own.

### The ICF Definition of Coaching

The ICF – International Coach Federation - has two coaching definitions. The first is the “official” definition that is part of the Code of Ethics.

The second is an informal definition that is used on the ICF marketing pages. It is interesting to note that they are quite different.

#### The “Official Definition”:

**Coaching:** Coaching is partnering with players in a thought-provoking and creative process that inspires them to maximize their personal and professional potential.

#### The “Informal Definition”:

The International Coach Federation adheres to a form of coaching that honors the player as the

expert in his/her life and work and believes that every player is creative, resourceful, and whole.

Standing on this foundation, the coach's responsibility is to:

- Discover, clarify, and align with what the player wants to achieve
- Encourage player self-discovery
- Elicit player-generated solutions and strategies
- Hold the player responsible and accountable

In each meeting, the player chooses the focus of conversation, while the coach listens and contributes observations and questions. This interaction creates clarity and moves the player into action. Coaching accelerates the player's progress by providing greater focus and awareness of choice. Coaching concentrates on where players are now and what they are willing to do to get where they want to be in the future.

ICF member coaches and ICF credentialed coaches know that results are a matter of the player's intentions, choices and actions, supported by the coach's efforts and application of the coaching process.

Professional Coaching is an ongoing professional relationship that helps people produce extraordinary results in their lives, careers, businesses or organizations. Through the process of coaching, clients deepen their learning, improve their performance, and enhance their quality of life.

## *6.5) Coaching Principles*

### **15 Coaching Principles by Thomas Leonard**

And here are a few thoughts from Coaching Industry Founding Father Thomas Leonard. These principles are included here to allow you to hone in on some simple truths about the coaching process.

#### **What is a principle?**

A principle is something that is the truth, and you can understand and accept. Think of it like a "greater truth". It just is, regardless of how you want it to be. There is your truth, my truth and absolute truth – a principle that you can guide by.

#### **What do the 15 coaching principles do?**

1. They provide a powerful framework for understanding coaching.

2. They give you language you can use to describe what you do.
3. They can provide a development path for you.
4. It will develop and deepen your understanding of coaching.
5. Knowing the principles of coaching can help you be a better coach.
6. It provides a framework for discussing principles with your players.

### **The 15 coaching principles**

1. You'll never know it all.
2. You don't have to know it all.
3. In the first few years of coaching you'll be doing a lot of self-development work.
4. Your players can be your ultimate coaches.
5. Invented meaning - a person can assign meaning to anything by choice.
6. There is a greater truth in almost every situation.
7. Deliberate over-responding expands who you are.
8. Personal evolution - when you create environments to be responsive, you evolve more quickly.
9. Synergy creates better results, more easily – Proper coach/player pairing is essential for synergy
10. When people are fully heard, they move forward immediately.
11. Fewer problems occur when you operate from a strong personal foundation. Rising above the muck of life is step #1 in coaching
12. Sometimes the coach has the answer, sometimes the player does. It doesn't matter where it comes from
13. Humans operate at 1% or less of their potential. Coaching increases this figure.
14. When players define their version of success the road becomes easier and collaborating with the coach does too.
15. Most people don't know what they really want and a coach can help them discover what it is.

## Conclusion

All of these thoughts are good and valid. Which do you resonate with most?

We will explore theories, methods, skills and language patterns more in session #2 of this program.

## *6.6) Coaching Theories, Methods, Skills, Super Powers and Pattern Language*

It's important to begin with the key terms of theory, method, skills and pattern language.

**Theory** is defined as: A set of statements or principles devised to explain a group of facts or phenomena, especially one that has been repeatedly tested or is widely accepted and can be used to make predictions about natural phenomena.

Basically, it's an educated guess as to the results of a specific activity or set of activities. It's a framework to apply to a result. Theory can also be expanded to include the idea that doing 'X' should result in 'Y' – OR - Having done 'X' this time and getting 'Y' should mean that repeating 'X' only faster should produce 'Y' faster. It's having a keen understanding of the larger, interactive components of a situation and being able to work towards an expected outcome effectively.

**Method** is defined as: A means or manner of procedure, especially a regular and systematic way of accomplishing something; the procedures and techniques characteristic of a particular discipline or field of knowledge, for example the Coaching Method.

Method is 'HOW'. It's the application of a skill or skill set in a way the produces the theorized results consistently.

A method is the way you do something and is typically based on a reliable theory. It is how you produce the desired results of the craft on a consistent basis. As a Coach, you must have method. There are many methods that you will learn and use as a part of your overall approach to coaching.

Examples from the Center for Coaching Mastery include:

- The Play Life Method Coaching
- A method for defining the game
- A role playing method for practicing essential conversations
- The Inner Freedom method for playing with fear
- The World Power Method for designing Personal Environments

As an example, the steps of the Play Life Coaching method are designed to guide a player in the pursuit of mastery.

**Skills** are defined as: Proficiency, facility, or dexterity that is acquired or developed through training or experience. Synonym – ability.

Some skills include singing, running, jumping, handwriting, etc. It's the basic functional ability to 'do' something within a minimum accepted standard. I can handwrite all the letters of the alphabet but that doesn't make me a brilliant 'Writer' or master penman. I do however; possess the basic skill of handwriting.

Skills evolve over time and with practice, feedback and the desire to grow in mastery. You can have basic skills, intermediate skill and even masterful skills – still, skills are skills, they are the basics. This course focuses on Coaching Skills. It's important though to begin to see how they are a critical component in the overall formula of consistently successful coaching.

**Superpowers** are defined as skills that can be used to have an extraordinary impact on others. They are also about having fun and getting results.

**Pattern Language** is defined as collection of words and phrases where each pattern language evokes an experience AND a common understanding.

There are several different pattern languages that are used in the field of Coaching. Examples include: High performance language (eg. Reach your objective) Ontological language (eg: transformation) and Play Language (eg. Have a game plan)

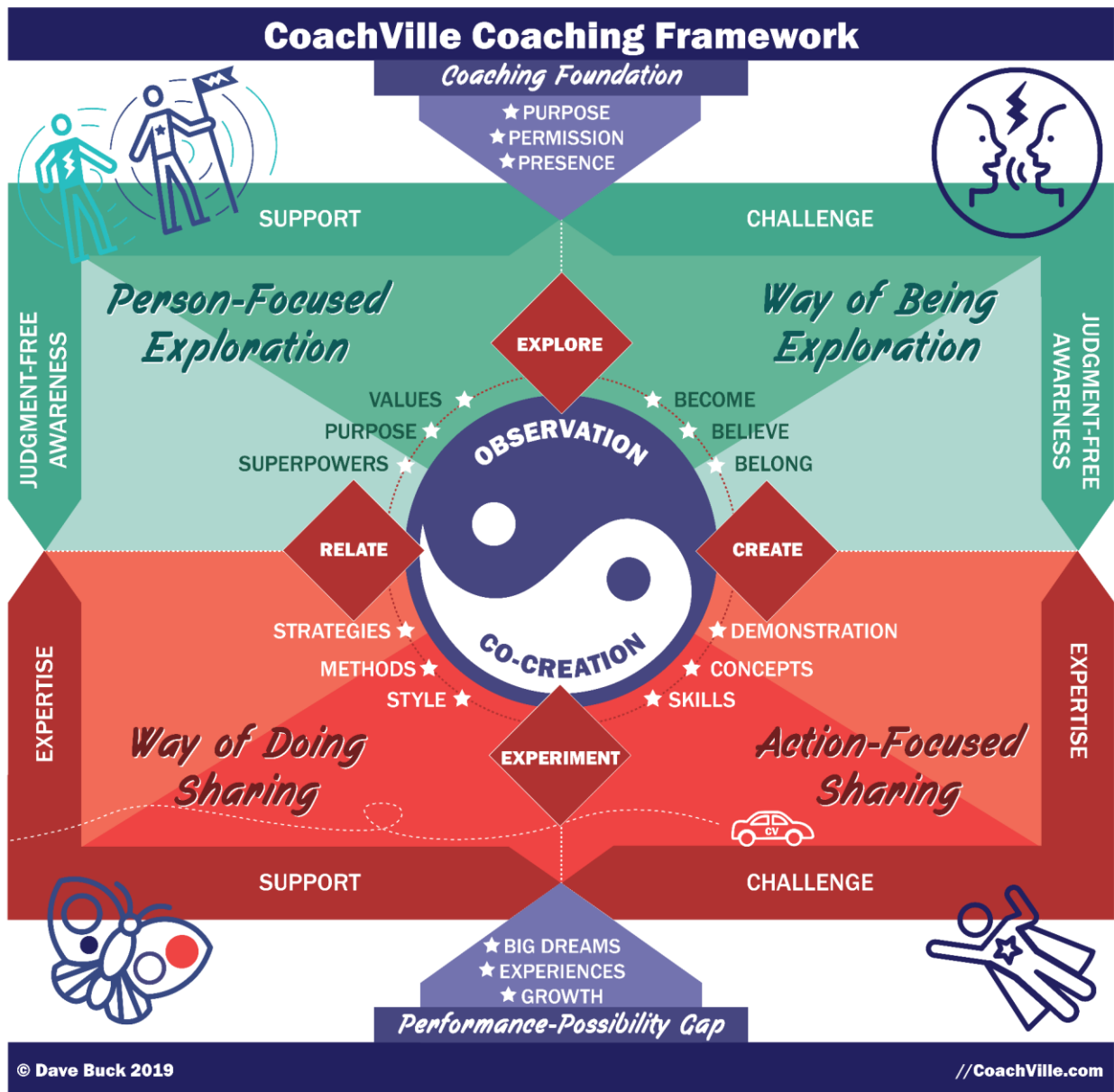
In addition each field of endeavor where coaching is applied has its own language patterns. Examples include: Business (eg. cash flow, profit) Romance (eg. Physical Touch and Words of appreciation) and Career (eg. Promotion)

As a Coach you must know fundamental language for your craft AND you must know the language of the game you are coaching.

### ***6.7) CV Coaching Framework ~ Elevate your Life Coaching***

Coaching happens by playing together with someone and by observing and demonstrating as you guide them toward playing better. This is a big idea that will uplevel your coaching over time as you experience it in the Coaching Superpowers Class (and other CV Classes). Hopefully you get excited about these kinds of things like I do! LOL.

Here is a the CV Coaching Framework to give you a picture of what I mean.



## Observation ~ Co-creation

This is the fancy way of describing the core of the coaching relationship. The plain talk way of saying it is: Play together –Talk together -Play-Talk-Play-Talk.

You play together while the coach observes the player and the player observes the coach. Then you talk together in a co-creative way to learn from the experience. Then you play again and usually play a little better. It's a loop that keeps the relationship growing and the player spiraling upward in mastery and confidence.

This is how coaching happens in athletic and performance art coaching and most people have an experience or an understanding of this process. If we want Life Coaching to become a mainstream force for transformation in personal growth, business or leadership, we need to bring this fundamental into it. We have to uplevel Life coaching from the realm of just talking about stuff; especially problems and tasks!!

In other words we need to go from: talk-talk-talk-talk to play-talk-play-talk!

In Life coaching (including business and leadership) the fundamental way that we can play together is known as role playing. This will be the essence of the small group coaching within the BIG FREEDOM Play group as I described in Section I.

In these experiences you will get better as a player. And you will also jump in and play roles for your colleagues to practice with. This will help you become more playful and resourceful as a coach. In addition you will be observing and participating in the feedback process. This too will expand your coaching observation abilities.

### **The four ways to play life**

You will notice at the center of the model around the Observation ~ Co-creation yin/yang symbol the 4 ways of playing life (also from Chapter 5). This is what you will be observing and talking about as a coach and colleague in the group and then with your players.

### **Way of being Exploration**

I want to call your attention to the upper right quadrant. You will notice the 3 forces of human expression: Become ~ Believe ~ Belong (Described in Chapter 4). While in these coaching experiences you will notice yourself and your colleagues exploring and expressing these forces of change within their own lives. This will be quite illuminating.

### **Person-Focused Exploration**

This is the “unleash your unique power” portion of the coaching experience! This is where the coach can point out what they are seeing in the player that they probably don’t see in themselves.

**Important! We are ALL yearning to be seen and known for who we really are.**

One thing that accelerates and deepens this experience is frequency of contact. That is the benefit of the multiple touch points in the BIG Freedom Play Group. As a coach you will develop your own style for these deep conversations and revelations.

### **Way of Doing Sharing & Action Focused Sharing**

The bottom half of the coaching model refers to the action; the “how” and “what” of playing better.

In our experiences together while you are the player, this is all the activities that are a part of playing for your dream.

As a coach this illuminates your (future) signature coaching method AND your personal experiences that you will share with your players. When you role play with your players, your personal experiences and wisdom come through. While coaching, you may also switch roles with your player to demonstrate how you would do something. This is REAL Coaching.

All of this is in service of guiding your player in pursuit of their unique way of playing better for their dream.

## **Class Prep 6**

*Belonging = a fundamental Human need*

*Question: What does a profound experience of belonging mean to you?*

*Question: How does belonging create a foundation for playing BIG?*

*Question: How do you feel about being an “influence” in the life of another person?*

### **How to talk like a coach**

Talking like a coach is different than talking like a parent, friend or manager.

*Question: What did you learn about the benefits of talking like a coach? What differences did you notice from parent, friend or manager.*

### **Program Wrap Up**

*Question: What has been your biggest learning?*

## Coaching Outline for Session #6 Complete the Game – “BIGGER Why”

### 1) WELCOME

**Say:** "Thanks so much for being my player. I can't wait to see what we discover together today."

**ASK:** Do I have your permission to be your coach today? Are you ready to get started?

{wait for them to say, YES} "OK. Let's go.

### 2) Coach the Game

#### E) Evaluation.

**Ask:** How do you evaluate your game for the past 5 weeks?

**Ask:** What were your results?

**Ask:** What did you learn from these results?

**Find something to celebrate!**

#### C) Challenges

**Ask:** What challenges did you encounter?

**Ask:** What did you learn from these challenges?

**Ask:** How did you bring the Spirit of Play into these challenges?

**Find something to acknowledge.**

#### A) Actions

**Ask:** What capabilities have you acquired by playing this game?

**Ask:** Where did you expand your level of mastery?

#### R) Results / Bigger Why

**Ask:** How did your results fulfill your purpose for playing this game?

**Find something to celebrate!**

### 3) Wrap Up

**Ask:** "What are your highlights from our coaching experience together?"

*Ask: Can I share my highlights?*

**SHARE SOMETHING PERSONAL!**

