

A coaching approach to ministry can help ministry teams gain clarity about where they are, where they want to go, and how they'll get there. Solid coaching, like a solid home, has a foundation. Effective coaching is also built on a solid foundation that includes listening, evoking, clarifying, brainstorming, and supporting.

The Five Step Coaching Model

1 | LISTEN

The ideal ratio is that you are listening 80% of the time and responding 20% of the time. It is absolutely critical that the client feels fully understood. Listen deeply by using these suggestions:

- Listen not just with your ears, but with your eyes and your whole being (“gut-level” listening).
- Listen to the tone, inflection, rate, and pitch; listen not just to what’s said, but also to what’s not said.
- Pay particular attention to the last thing that is said.
- Listen without judgment, criticism, or agenda, and without thinking about what you’ll say next.

2 | EVOKE

Prompt the coachee to say more. Move beyond the surface using these suggestions:
Examples of evocative responses:

- Hmmmm. . . what else do you want to say about this?
- Tell me more. Is there anything else you want me to know?

3 | CLARIFY

Respond and clarify what is being said. Examples of clarifying techniques:

- I heard you say... (mirroring)
- I sense that... (paraphrasing or reflecting back)
- Is this what you mean? (verifying)
- On a scale of 1 to 10, how committed are you to this? 1=not important, 10=important (rating)

4 | BRAINSTORM

Questions are central to the coaching process. A few examples of questions include:

- What are the options/opportunities here? Should we list them all?
- What’s the simplest solution? What’s the craziest solution?
- What’s the payoff of NOT dealing with this? What’s the price for NOT dealing with this?
- What’s stopping you?

5 | SUPPORT

Action is central to the coaching experience. Help the coachee move forward using questions like these:

- Based on our conversation today, what action would you like to take? And when will it be completed?
- What will bring you closer to your goal? What do you want to report back to me at our next coaching session?
- Who can help you take your next steps? What will be your first step?

