

#2 THE COACH-CLIENT ALLIANCE & COMMUNICATION

In our Module 2 Webinar we'll be focussing on coach-client alliance as well as the OARS skills

- Open-ended questioning
- Affirming
- Reflecting
- Summarising

To Prepare:

Review the content in eModule 2

In your daily conversations

- practice reflecting what you hear instead of asking questions.
- Try using different types of reflections
- Practice swapping praise for affirming (replace the 'I' with 'you')
- If you do ask a question, focus on using open questions (how, what, who, when, where...why)
- Try out a summary.

Reflect:

Notice how reflections and open questions impact the conversation

What do you find hard?

Bring along your observations to discuss