

## Coaching Do's & Don'ts

### Do:

- Renew your trust and rapport at the onset of every session.
- Begin each session by asking how they feel now, let them express themselves fully.
- Empathize with clients' feelings and needs. Ask to pray with them.
- Look for openings to explore their best experiences, and heartfelt wishes.
- Be a good listener. Don't interrupt or cut them off when they are speaking.
- Keep an upbeat positive attitude at all times.
- Praise them for their efforts; focus on the positive changes no matter how little.
- Strike the right balance between over and under praising according to their needs.
- Eradicate judgment and show appreciation for the challenges of making changes.
- Remember important dates, birthdays, anniversaries, promotions, etc.
- Reframe "failures" as "life lessons" and "learning opportunities."
- Be supportive and encourage family and friend support.
- Pay attention to environmental modifications.
- Ask open ended questions to evoke stories or learning experiences.
- Reflect back what they are saying in ways that provoke change.
- Speak the truth in love; it builds self-esteem and self-confidence.
- Challenge them to aim higher if you think they can accomplish more.
- Take minimal notes, but enough to refresh your memory about important issues.
- Stay current in health and wellness news books and other publications.
- Obtain regular input regarding what is or is not working in the process.
- Send emails between sessions. Maintain total confidentiality and privacy.
- Affirm their good work and your desire to walk with them on their journey

### Don't

- Talk too much
- Play psychotherapist, counselor or give advice.
- Assume you understand what they are saying; ask them to explain.
- Impose your goals on them
- Push client beyond their capabilities
- Become impatient with delay or lack of change.
- Focus on yourself or your issues during sessions