

MAKING OUR COACHING MORE EFFECTIVE

Clive Grant
ASA Regional Coach

MSC in Coaching and Development

Housekeeping:

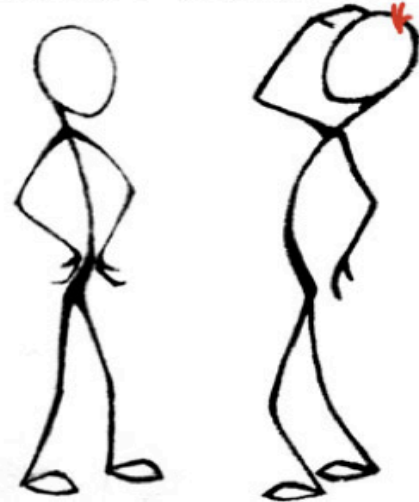
- Please ask questions as we go along
- Car park
- Un-parking at the end
- Mobile phones on silent/vibrate please
- In the event of fire try to stay up with me.

Content:

- We will revise:
 - RYA Reviewing models
 - Question techniques
 - RYA Skills Model
 - Including learning styles
- We will examine:
 - Non verbal communication
 - Listening techniques
 - Coaching models using NLP
 - Summary.

WHAT?

Did You Really Say What I Think I Heard?



Assumed knowledge



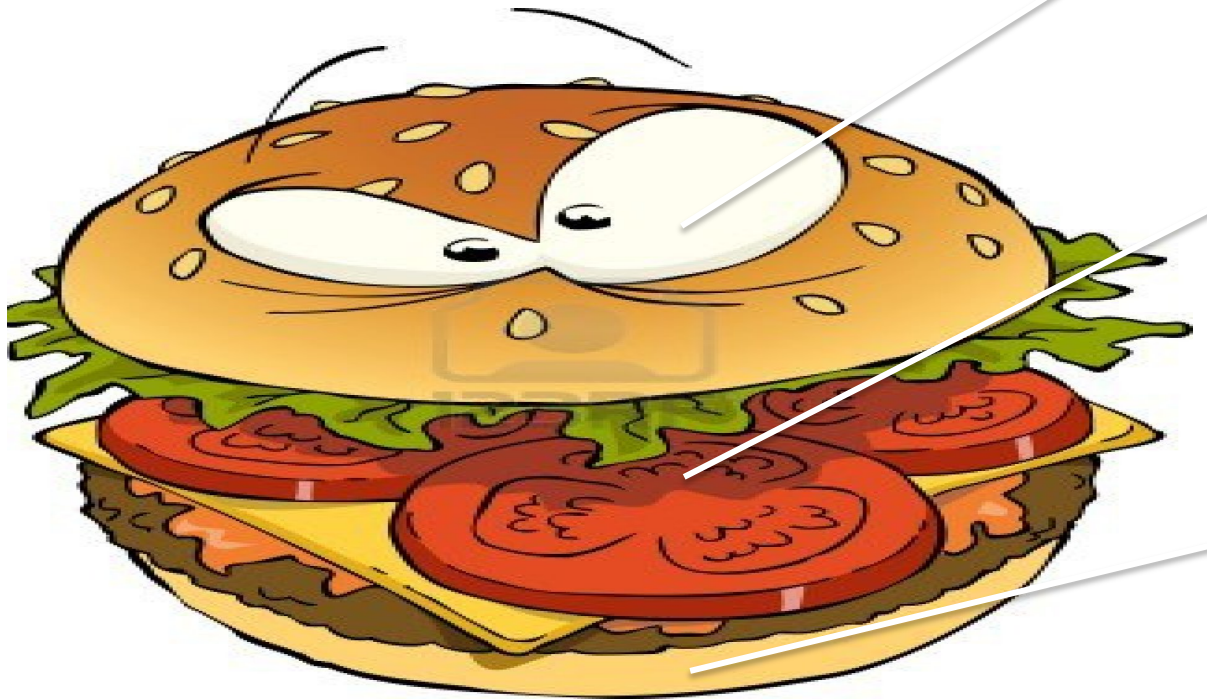
Reviewing Models

Hairdryer

“Pin your ears back and listen to this”



Hamburger



PRAISE

APPRAISE

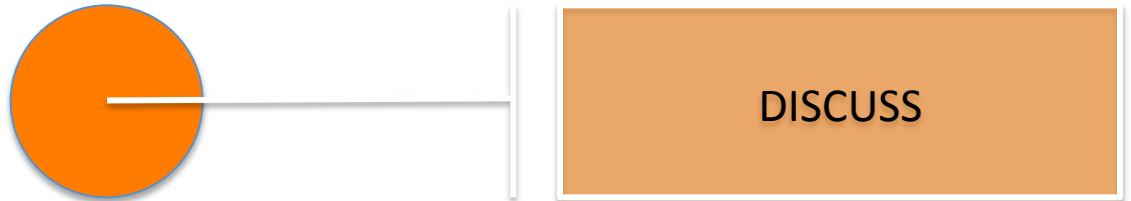
SUMMARY

Traffic Light

- Ask



- Discuss



- Solve



Assumed knowledge

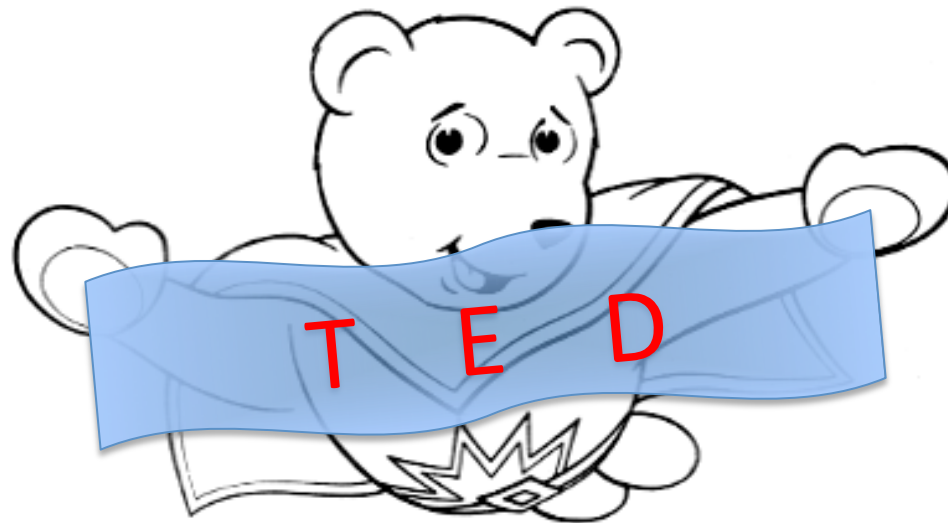
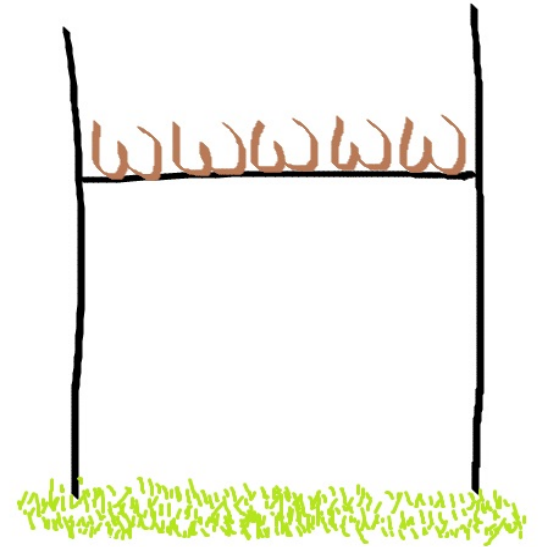


Question techniques

Questions

- Open
- Closed
- Leading
- Funneling
- Confirming/Paraphrasing
- Using the following techniques.

- Bums on Rugby post
- T.E.D.



Assumed knowledge



Learning styles
Skills framework

Learning styles

Kolb

Feeling

Doing

Watching

Thinking

Honey & Mumford

Activist

Reflector

Theorist

Pragmatist



VAK / VARK

Visual

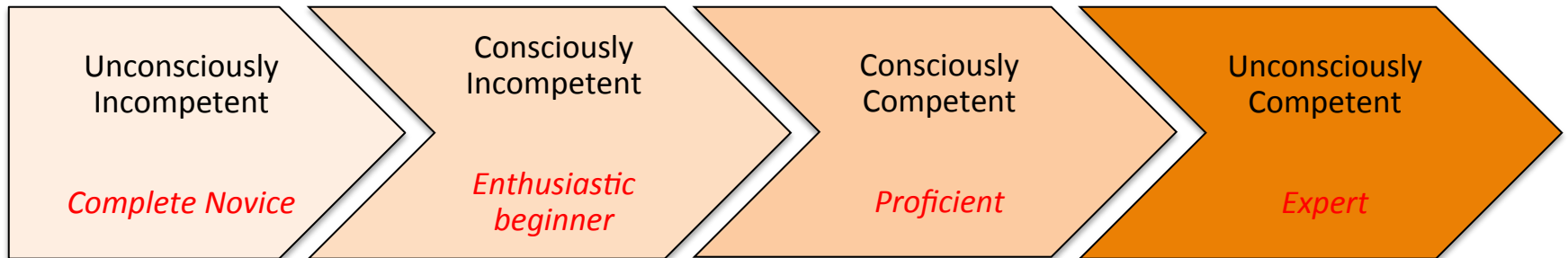
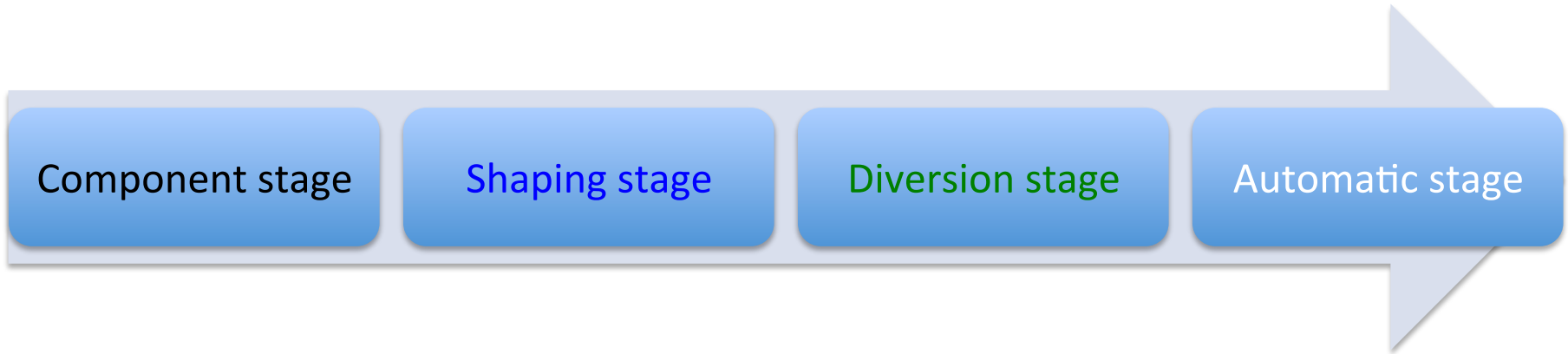
Auditory

Kineasthetic

Reading

RYA Skills Framework

A framework for Learning and Coaching



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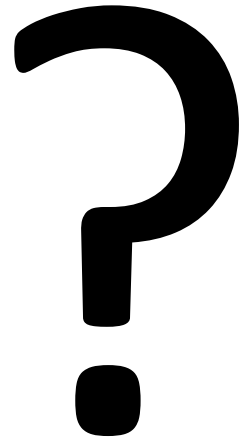
Share your ideas
› Wavelength
› Course leaflets

Share your ideas

Document	Description
Children's games ideas (1) Children's games ideas (2) Children's games ideas (3)	Ideas for games to help teach dinghy sailing skills
Short guide to questioning	Questioning techniques from the RYA Racing Department
Guide to running practical sessions	General principals for running practical sessions
Sailor Clinic Improver Cards	Cards providing inspiration and instruction on running dinghy improver clinics
Sailor Clinic Racing Cards	Cards providing inspiraion and instruction on running dinghy racing clinics
Various video training clips	National Sailing and Windsurfing Land drills - RYA Method Land Drill video clips, which have been put together as a teaching aid and resource to be used alongside other RYA course and instructor training material

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Questions so far



Effective Coaching

- What makes an effective Coach?
 - Think about a Coach/Trainer you respect/admire
 - What makes them good?
- It's about what they DO and how they ARE.

“DO” and “ARE”



Coach

- We have skills in the DO's
 - Reviewing
 - Questioning
 - At what ever “competence” level we are
- Lets examine - the ARE's
 - Who we are
 - What we do and say (EI).

What makes a Coach



Anatomy of a Coach

Above the surface

- **BEHAVIOUR**
- What you say
- What you do

Surface

- **PURPOSE**
- Identity
- Beliefs
- Values

Below the surface

The Monks Story

“Shake hands model”



Creating Rapport

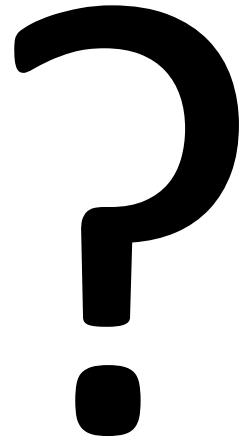
- Appearance
- Voice
 - Tone
 - Words we use
- Our Beliefs and Values
 - Judgments
 - Stereotyping
- The number 1 way to create rapport – Matching and Mirroring.



Mirroring / Matching

- People like people who are like who?
 - “Themselves”
 - Or
 - Are like they would like to be
- Earlier I asked -
 - Think about a Coach/Teacher you respect/admire
 - Are they like you or like you would like to be?.

Questions



Language

- How can our language create rapport?
- We can “Match language” too?

Matching language

- Coach question:

“Tell me about the aim of that session?”

- Reply

“I didn’t have a clear picture of my aim”

- Response:

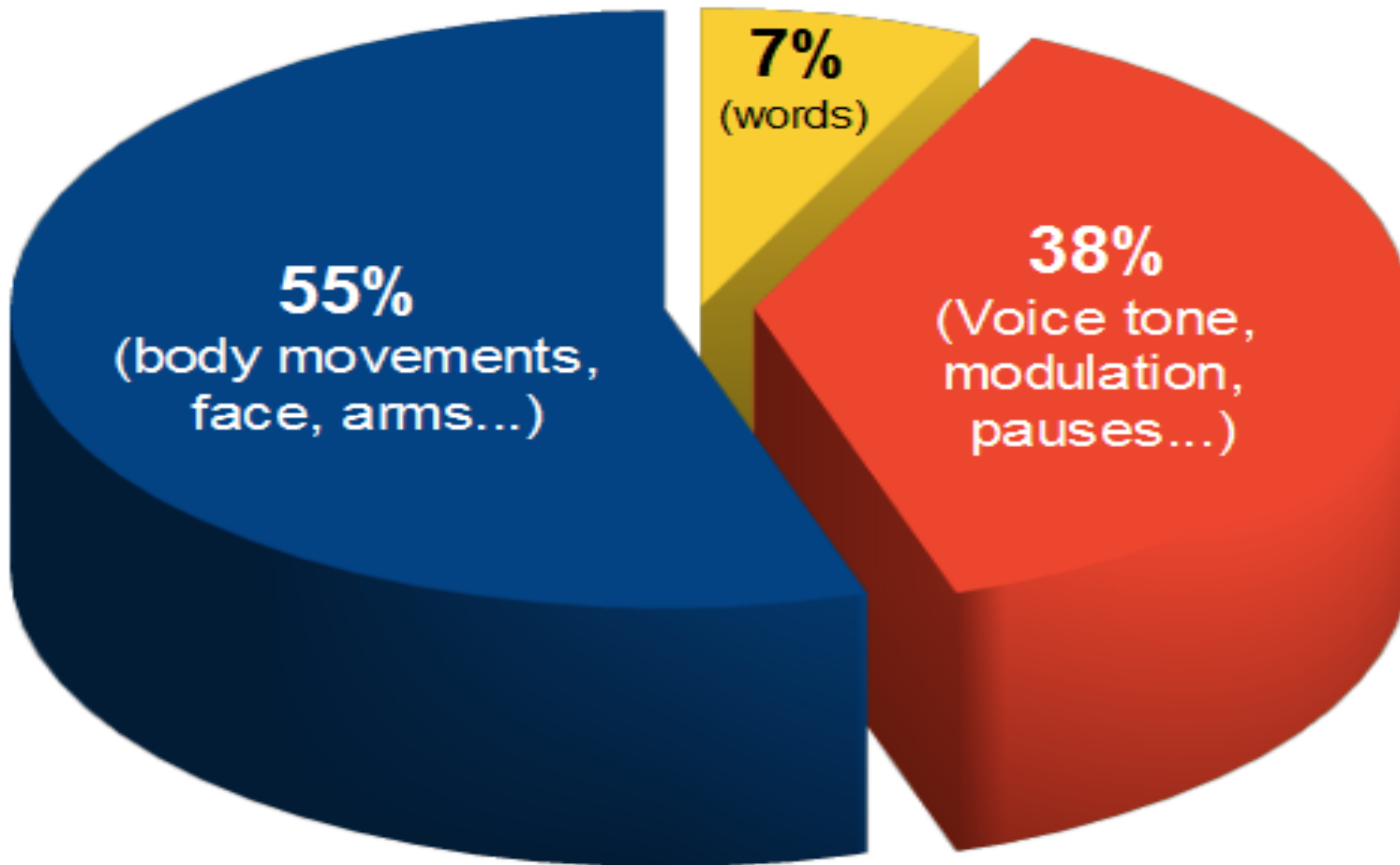
“What could you do to achieve a clearer picture of your aim next time?”.

However



Communication

(Albert Mehrabian Model)



Matching

- Match the Tone
- Match the Cadence
- Match the emotional state.....

Matching language

- Coach question

“Describe your back foot position during that land drill?”

- Reply:

“I didn’t feel my back foot was in the right place”

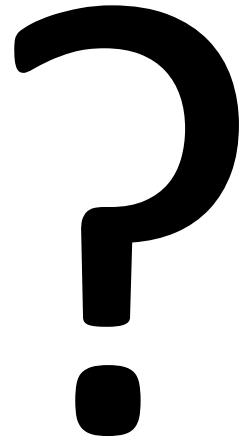
- Response:

“What do you feel you could do to change the place of your back foot?”.

Matching Language

- So we can Match their words/language
- And we deliver positive coaching
 - Telling them what to do
 - Matching the cadence
 - Matching the emotional state
- That takes some powerful listening skills.

Questions



Listening

- Levels of listening
 - Cosmetic
 - It looks like I'm listening – but I'm not really!
 - Conversational
 - I'm engaged in the conversation, talking, thinking
 - **Active**
 - I'm very focused on what you're saying
 - **Deep**
 - I'm more focused on you than me.



Active Listening

- Is about.....
 - Using more effort listening than talking
 - Remaining focused on the other person
 - Listener (Coach) is mentally registering facts
 - Continually confirms by making sounds, gestures
 - Listener (Coach) seeks to understand by paraphrasing.

Deep Listening

- Is about.....
 - The mind of the listener (Coach) is quiet and calm
 - The awareness of the listener (Coach) is focused
 - The listener (coach) has little awareness of themselves
 - The listener (Coach) is totally present to the talker
 - The “State” can be easily broken.

Barriers to Active Listening

- Notebook and my list.....
- My (The Coaches) agenda
- Front of mind issues (Life!!)
- Environment
- Other conversations around you
- Time
- + + + +

So we have to work hard to remain Actively
listening

Turning the filters ON



Effective feedback.....

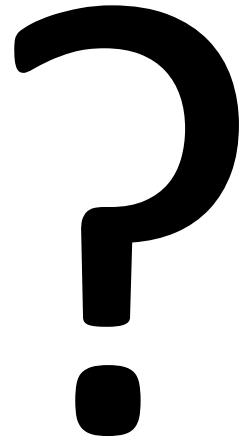
The best Coaches are those who show you where to look but don't tell you what to see



Alexandra K Trenfor



Questions



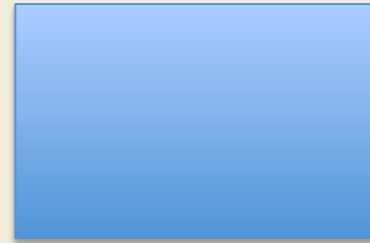
Body language

What about body language

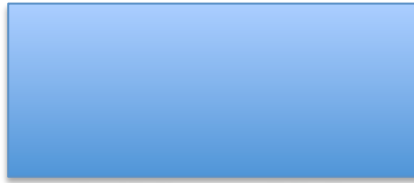
1



15. This face is expressing...



GET THE ANSWER



Mouth: Open, with tongue sticking out

2



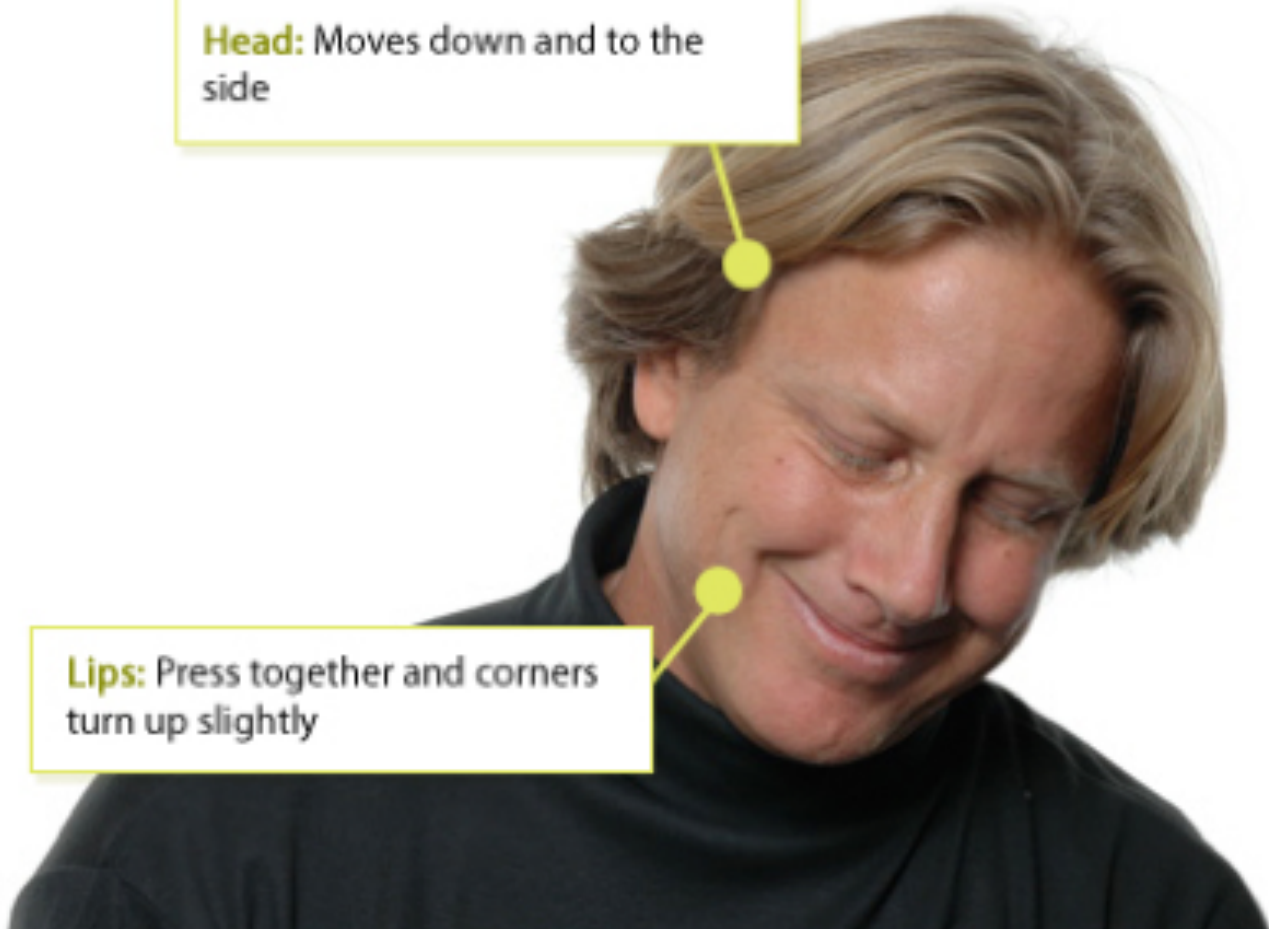
4. This face is expressing...



GET THE ANSWER



Head: Moves down and to the side



Lips: Press together and corners turn up slightly

However.....

- Situation
- Surroundings
- Etc
- Changes the assumptions.

Body language

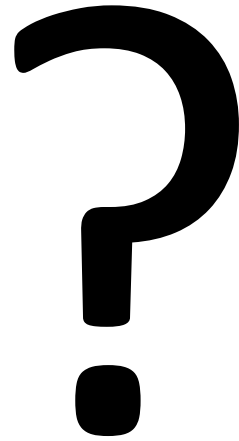
There are some “Certainties”

- Personal space
 - Especially in a RIB, Dinghy etc
- Stance:
 - Meek
 - Powerful.

Body language

Beware!.

Questions



Matching language to learning styles

Visual	Auditory	Kinaesthetic
See	Hear	Feel
Picture	Mention	Grab
Focus	Sound	Hold
Spot	Attend	Put
Look	Listen	Touch
Glimpse	Say	Cool
View	Tune	Tap
Clear	Call	Impact
Illustrate	Shout	Connect

Finally

$$\text{Trust} = \frac{\text{Credibility} + \text{Reliability} + \text{Intimacy}}{\text{Self Orientation}}$$

Credibility = Relates in our **WORDS**, revealed in our credentials and honesty

Reliability = Relates to our **ACTIONS**, revealed by keeping our promises

Intimacy = Relates to our **EMOTIONS**, people feel “safe” talking about difficult things

Self Orientation = Relates to our **CARING**, revealed in our **FOCUS** – “ME” or “THEM”



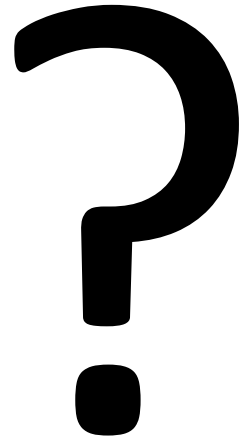
Car park

- Is it empty

Summary

- Looked at creating Rapport
- Looked at the Anatomy of the Coach
 - Below surface beliefs/values
- Looked at NLP
 - Mirroring
 - Matching
- Listening - Deep or active
- If all else fails – work on the TRUST/RAPPORT..

Final Questions



Thank you
Safe journey home.....