



Jan Scott

e: jan@janscott.co.uk

t: 01422 842543

The first call with a new client – things to cover

This is my checklist. I add to and take from it according to the needs of the client and what seems appropriate in the light of our pre-coaching conversation.

1. Reminder: it's the client's agenda – we will focus on what is important to you
2. We both need to be able to speak honestly and clearly.
 - Are you happy about feedback?
 - Interruptions – explain why and when
 - Challenging – is that OK?
3. Coaching looks at the whole of life
4. Explain re questions, listening, not giving advice, sometimes silence
5. Have you had this kind of one-to-one relationship before?
 - What helped that relationship work
 - Anything I should avoid
 - What's the best way to coach you? – e.g. how hard do you like to be challenged, how candid do you want me to be?
 - What's the most effective way to get round blocks and difficulties for you?
 - What are your views about how fast or slowly we should go?
6. Explain about plateau
7. Explain about gremlin
8. What motivates you?
9. What are you tolerating in your life/putting off doing?
10. What are you passionate about?
11. What's really great in your life at the moment?

We then go on to start work on a Wheel of Life or similar means of gaining an overview of the client's life.