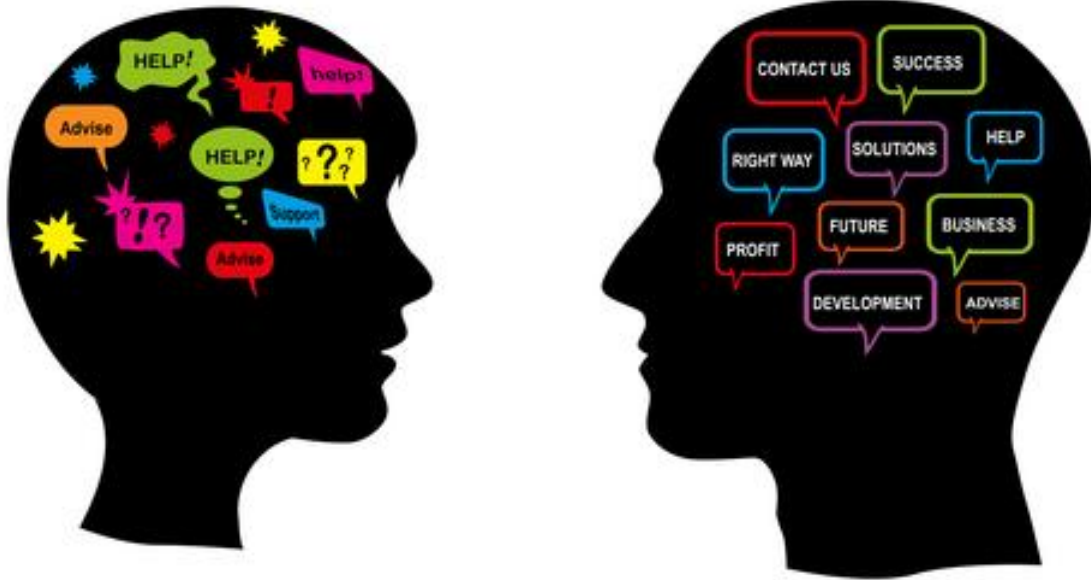


101 Coaching Techniques



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101 COACHING TECHNIQUES

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Introduction

Dear Coach,

The key to a good coach is using what the client bring to the session to help them get better. In this –e-book you will find lots of different techniques to support your clients, and what is really good is that many of the techniques can be tailored to meet your client’s needs and situations.

It’s like having a tool box of resources that you can dip into when required. I know that many new coaches will print this pack and have it in a ready to use file for when they are with their clients.

Once these techniques have been used several times you will have the resources available in your mind, to access depending on the client’s needs. The trap, that as a new coach you need to avoid is just sticking to familiar techniques, as people are very different and a technique may work for one client with, as an example confidence issues, but for a second client with the same issue, the same technique may not work. The confident coach will like this situation, they will use a technique and see that for this particular client the technique isn’t working, great now they to know to help this person they need a different approach.

It doesn’t matter what technique works, as long as the client achieves their outcome. And remember in most cases the client doesn’t know the techniques, so as you switch it seems fluid to the client as only a poor coach will say “damn this isn’t working I will have to try something else” the professional coach will make a seamless transition from technique to technique, “that’s great, as you have seen when you change the size of the image in your mind (sub-modalities technique) you still feel the same emotions, next I want you to..**add new technique**”

The techniques you are about to uncover will help you and your client get the results they have come for, and as with all coaching sessions, the techniques need to be embedded into the session. What I mean by this, is rather than saying “OK let’s start with the first technique” what I prefer to do is, to create a conversation, as this builds rapport and through listening to the client and the language the client uses you can build a better understanding of their situation and needs.

I will often get the client talking about their situation, to check first if they really want to change as a client who doesn’t want to change is hard to work with. This sounds ridiculous I know, why would a client pay for a session when they don’t want to change. I work with a

client who wanted to quit smoking, when we started to talk about her life in general it was clear that she was in a very stressful job and she used smoking as a stress release, but as an intelligent person she understood the health risk of smoking and wanted to quit.

Rather than jumping into the techniques to support her, I encouraged her to talk. It became clear that her whole life, not just her job was stressful; she had a large family and took the role as parent, cook and cleaner as well as her high powered job. No wonder she was stressed. The cigarettes was a stress release but more importantly to her, the 15 minutes of smoking after she had returned from work, cooked the tea and cleaned the house were her 15 minutes alone, her time to get away from it all. She would smoke in the garden and her children, due to the dangers of smoking were not allowed to go into the garden when mum was smoking. This was the only time she had to herself, her only time in her busy day when she wasn't interrupted, questioned or bothered.

This lady wasn't going to give that up. So instead on working on a stop smoking session, we looked at other activities she could do, or rules she could implement so she could have 15 minutes or more each day to herself.

Sometimes as a coach, we understand that clients come with an issue that they want "sorting" and as a coach we first need to look at the cause.

I will often refer to client's stories and metaphors, using past clients who have had the same type of issue and how they overcome it (these are anonymous stories). Stories help people relax and internally they make sense to them. At the end of the story I will lead into the technique.

Clients want to please, but often will feel that they're not doing it right and they can be verbal about this. This isn't a time to panic, with your client you need to remain confident, because clients pick up unconsciously on your nerves which affects their belief about the therapy. When a client says to me "I'm not doing this right" I just reply with a smile, and ask "how do you know?" because the client has no idea what I want them to do, their just presuming they do. "Well, I couldn't make the picture" they reply not as sure as before "that's great, so what did you see instead?" I say so confidently that they realise this is part of the therapy.

Remember throughout the session check the clients distanced moved, a coaching session isn't just about using several techniques, it's checking what technique will best help this client. If I'm working with a client who can't talk to strangers, I will ask them to scale on a scale of 1-10 how confident they feel, if they had to talk to a stranger right now. Through the session this number rises. At the end of the session, I will take them outside and ask them to talk to a stranger.

Practice the techniques below, even offer free coaching sessions so you can refine your style and once you have the confidence and knowledge to start supporting people you can start to charge clients for coaching sessions. As well as refining your coaching style by offering free sessions you can ask for recommendations that you can add to your website – a great sales tool.

I have often been booked by new coaches to either observe them with a client or for the new coach to test their style on me, allowing me to feedback and mentor them, improving their skills throughout. In many areas there are coaching support groups you can join where you and other coaches can meet up to share and practice new ideas and techniques.

Throughout your coaching career you need to keep developing and refining your skills, I highly recommend as a coach you should have a coach to mentor you, someone more experienced than yourself, as people say you need to practice what you preach.

You are now going to learn a vast number of techniques, I have split each technique into two sections the first is what you need to explain to the client and secondly the exercise itself. I have written many of the explanations as if I were talking directly to the client so if you want you can use my words. But ideally change the descriptions to suit you, your personality and coaching style.

Finally I would like to wish you the best of luck with your new coaching practice, if you have any questions regarding the techniques below please feel free to contact me.

Chris Delaney

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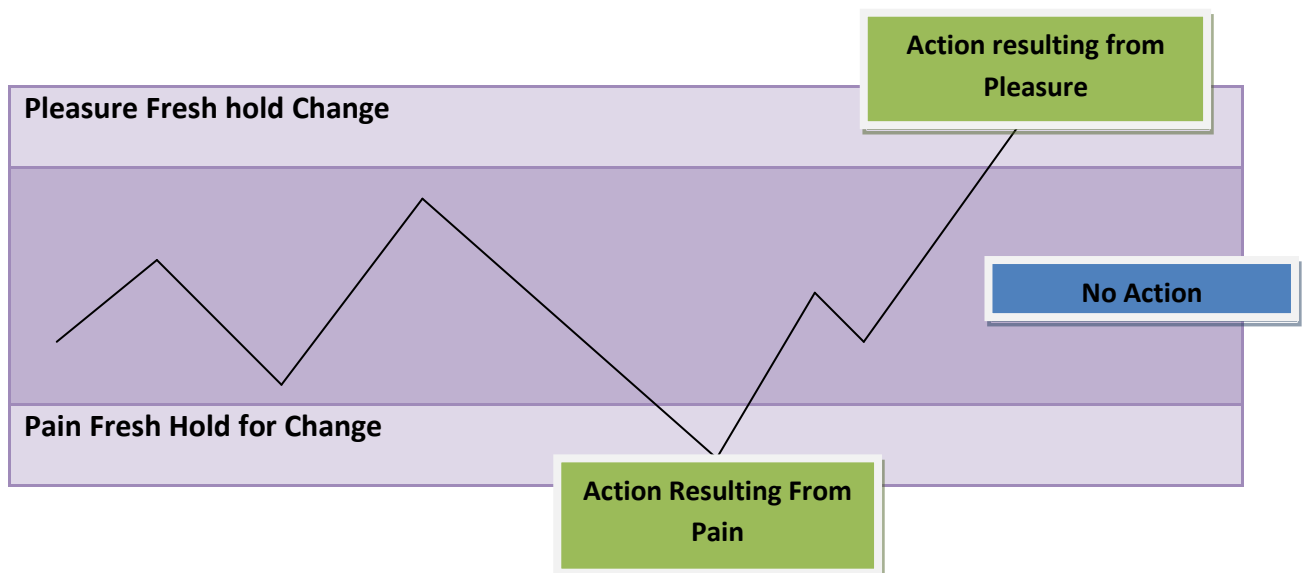
Pain and Pleasure

Explain To the Client

The power behind all our decisions is the power of PAIN and PLEASURE (being motivated by the Carrot or The Stick), everything we do, we do to either get Away From Pain or to Gain Pleasure.

As an example, say you meet someone you are really attracted to, someone you know would be perfect for you, yet you don't ask them out on a date –why? Because in that moment of decision you associate more pain to asking this individual out than you do to pleasure, you visualise yourself in your mind's eye being turned down, looking silly and feeling embarrassed.

We all have a motivational pain and pleasure threshold that will kick start us into action, the trick is knowing where yours pain/pleasure threshold is. Generally we sit in the middle, where we find it hard to become motivated, resulting in a lack of decisiveness and resulting decision making.



Client Exercise

Write down a list of actions that you have been putting off for ages.

Take each action one by one and ask yourself:

“Why haven’t I taken this action previously? – what pain is associated to taking this action, what pleasures will I be giving up if I make the decision to change?”

Pain; dieting – I will be hungry

Pleasure: dieting – I enjoy eating chocolate cake

If you don’t make this change today, what will happen, what is the worst possible outcome, short and long term? Look at how this unwillingness to change will affect all areas of your life; relationships, health, career, friends, personal self belief, etc. What pain is associated to not making this change?

Pain; dieting – my husband won’t find me attractive, I might die early, I would hate the way I look

What benefits and pleasure will you gain and receive by making these changes today, what can happen that will make you feel really good, what will make you truly happy, what pleasure is there from making these changes right now? How will you feel from making these changes? What is the best possible outcome?

Pleasure: Dieting – I would look and feel good, my husband will fancy me and I would feel confident

Submodalities

Explain to Clients

When you think about something, you create images in your mind. If I ask you to think about your goals what do you see? Do you see an image of yourself being successful or failing at this task?

If you see yourself failing at this task, you're most likely not even going to attempt to achieve this goal. Today I will teach you how to control these images, which means you will learn how to control how you FEEL about your goals.

Client Exercise

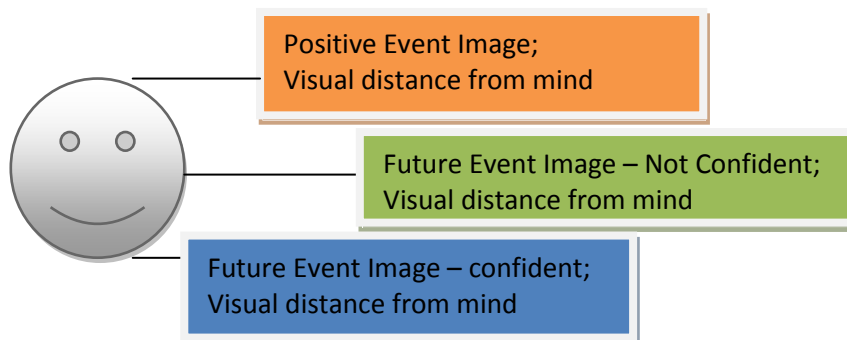
This next technique comes from NLP and can help your clients control their emotions.

First ask your client to think of a few past events or events coming up in the future, when thinking about these events I want you to become aware of the images you create in your mind and submodalities that make up these images

Spend around 60 seconds thinking about each image

- Think of a happy memory
- Remember a negative event
- Imagine a future activity/event that you are not confident about completing (imagine yourself completing the event in an unconfident way)
- Imagine a future activity/event that you are confident about completing (imagine yourself completing this event confidently)

Let's look at how your images are made up, first let's look at the distance of each event from your mind's eye, where the images were placed by your unconsciousness in your mind



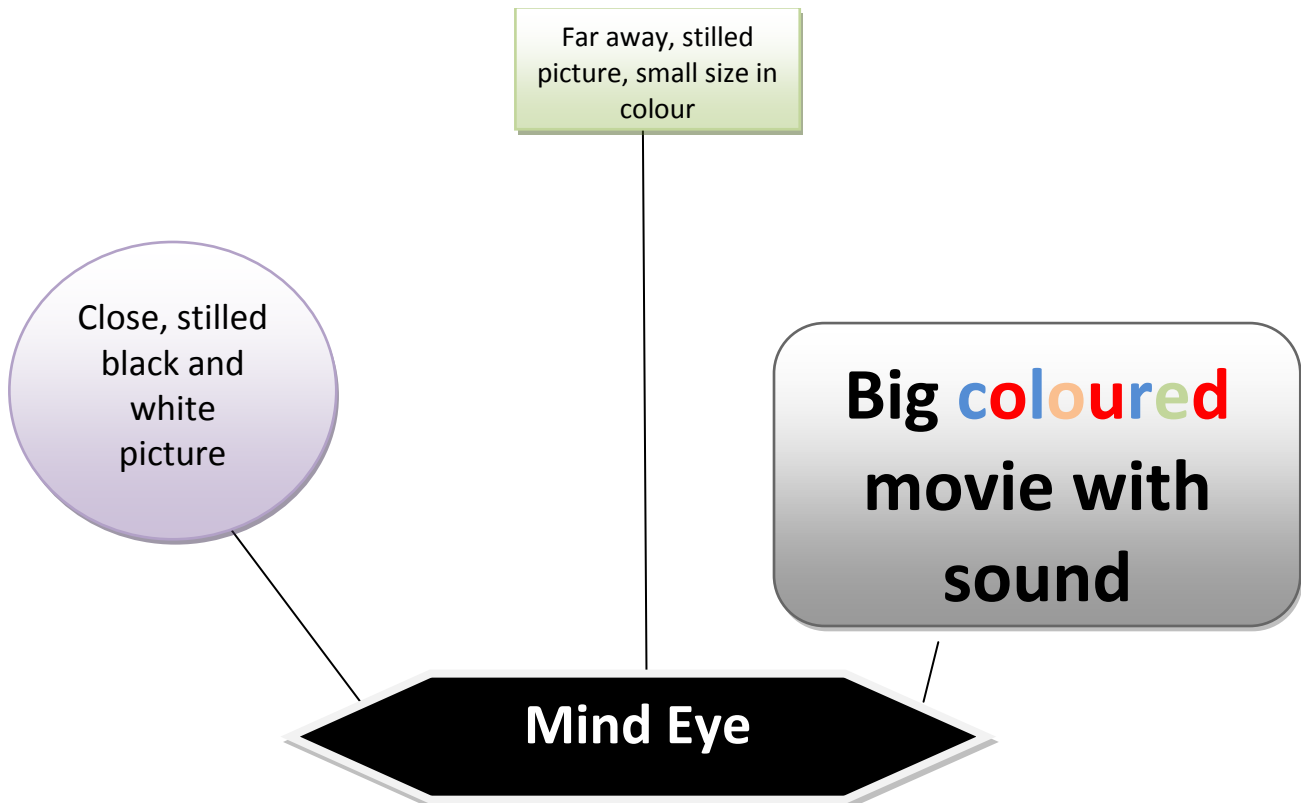
When you imagine pictures in your mind they will feel that they are all at/or start from a different distance/point away from your mind's eye, some images you may feel start within your mind, or maybe even come from behind you.

Think about the 4 events you just visualised:

- Which event was closest to you, which event was further away?
- Were any images placed to the left or right of your mind?
- Did any image start from inside your mind or did they seem that they were placed on the outside of your mind?
- How big or small were your images? Did any image seem bigger or smaller than the others?
- Were any images colour or black and white?

- Did the image look like a photograph or a moving film?
- Did any of your images have an audio?

Images seen from your mind's eye point of view



As you can see from looking at distance, size and colour of the images in your minds eye, they are all represented differently this is due to our own personal experience and how our own mind **deletes**, **generalises** and **distorts** information

You have probably never asked yourself how big or small your image was or if it was coloured or black and white, but the different sub modalities that make up your visualisation change the way you view or feel about your minds image.

ASK YOUR CLIENT TO:

- Move the picture closer and closer until its right up in front of your face like a giant cinema screen – how do you feel?

- Now move the image further and future away until it becomes hard to make out the details of the image – how do you feel now? Different?
- What would happen if you made the colours brighter? Or dimmer?
- How do you feel if you turn up the sound or turn the sound down? Or if you add a funny or sad tune?

To change your emotions, change the submodalities of the image you are imagining, try to do the opposite first (if the image is near push it far away) play around with the submodalities, until you can control your own emotions; reduce the power of negative emotions and increase the intensity of positive emotions – whenever you want to.

Submodalities – change your mind’s image to change your emotions

Visual Submodalities

Colour or black and white

Image; near or far away

Bright or dim picture

Small or large image

Stilled picture or moving film

Where do you see the image (behind you – in front of you/ to left/to the right) – can you move it?

Are you in the picture/film or just looking at it from an outsider’s point of view?

Does the image have a frame or is it frameless?

Is the picture real or represented as a cartoon/drawing/figure etc

Audio

Does the image have a sound?

Turn the sound on or off

Turn the sound up or down

Speed the sound up or s-l-o-w it down

Where does the sound come from – can you change it?

Is it your voice or someone else's

Do you hear (as an example) music playing or real life sounds (breathing)?

Kinesthetic

Do things feel lifelike or created (as an example some people have said they felt like they were made out of marshmallows)? Remember your imagination can be as creative as it wants to be

Do objects feel hard or soft?

Are your feelings inside (emotions) or outside your body (feel heat if you imagine yourself next to a fire)?

Temperature – in your body or in the real world?

Fast or slow emotions (speed of the emotion running through your body)?

Cold or hot emotions?

The Wheel of Life

Explain to the Client

The wheel of life exercise is the most famous coaching tool used today and will help your clients look at all areas of their life and consider them each in turn, allowing them to see what is off balance? This exercise will also help you identify your goals, if you have not already done so.

This powerful tool will give you a visual representation of the way your life is now and ideally what it will be like in the future.

Client Exercise

Ask the client to draw a circle (as seen below) and to add several spokes to the wheel that represents all the important elements of their life (this techniques can be used on just one aspect of their life IE Career, Relationships, Health, etc) these can be both positive and negative.

Tell your client:

1. On each spoke of the wheel, label it with an area of your life; **career, family, relationships, etc**
2. You can record anything on your spokes, we have added an example, but it is for you to record what you feel is important in your life. Often people record what they consider are their roles; **mother/father, team member, friend, leader or areas they would like to improve; education, job prospects, relationships**
3. If needed add extra spokes to the wheel, many people have between 6-12 spokes
4. Draw a line on each spoke and label this between 1 and 10 – this will be your scale
5. Take each spoke in turn and take a few seconds to think about this area of your life and on a scale between 1 and 10, with 1 being the lowest (worst) and 10 being the highest (best) **“how happy are you with this area of your life?” “what number would you scale this area of your life between 1 and 10?”**
6. Add your score to the spoke and ask yourself the questions below for each individual spoke; many people find it useful to record their answers on the wheel
7. **“Have you ever been higher than the number you have recorded?”**
8. **“What was different when you were higher up the scale?”**
9. **“What was actually happening when you were higher up the scale?”**
10. **“Have you ever been lower than the number you have recorded?”**
11. **“What did you do to move up the scale?”**
12. **“What have you learnt from previously being lower on the scale?”**
13. **“What number on the scale do you want to be?”**
14. **“What actions can you take to start moving up the scale?”**
15. **“If you moved up the scale, what will be happening to tell you that you have arrived at that number?”**
16. **“What would need to happen for you to move up one point on the scale by this time next week?”**

17. "What might affect you moving up the scale?"

18. "What can you do to overcome this obstacle – how can you prepare?"

After you have discussed the results with your client ask them what their future goals are.

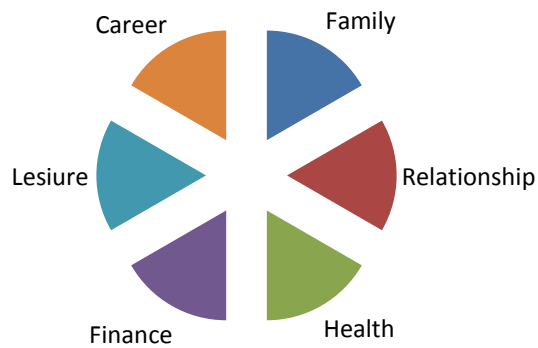
Record your goals now:

My Goals:

Wheel of Life



Example



Goal Setting

This technique will help your clients achieve their goal, by breaking down their goal into realistic chunks. Also, by looking at the outcome of your goal and the resources you can access, your client will start to think about a future time when the outcome has been achieved and how this will make them feel and the changes this goal will bring.

Explain to the Client

Today we are going to look at your goals. To help you quickly achieve your goals we will break your goal down into smaller sections to help you move forward. First - state your goal out loud

Did you use an “away from” goal or a “towards” goal? *The carrot and the stick*

EXPLAIN:

An away from goal is a goal worded to get away from pain (stick)

- **“I want to get out of a destructive relationship”**
- **“I don’t want to have no money anymore”**
- **“I wish I wasn’t nervous at job interviews”**

Towards goals are worded towards pleasure (carrot)

- **“I want to find a positive relationship”**
- **“I want to be a millionaire”**
- **“I want to be confident during job interviews”**

What is your goal “away from” or “towards”? For this exercise re-word your goal as a “towards” goal: by framing your goal in a positive term allows your mind to be free of distractions.

Record Your Positive Goal _____

Client Exercise

Ask the client to think about their ‘towards’ goal and ask the client the following questions, explaining each heading in turn:

Take Charge of Your Goal

Think about your positive goal and ask yourself these questions and record your answers.

- **How will you start your goal?**
- **How will you maintain it (the activity)?**
- **If anything, how might you stop the good work?**
- **What could you do instead to continue making good progress?**

Be Specific

Your goal is the overview, now let's get specific. The smaller the details and information, the more achievable and real your goal becomes. As a motivational tool having smaller chunks of your goal recorded, makes it easier for you to move forward, by seeing yourself achieving each step along the way.

- **Where will you be when you start your goal?**
- **When will you start working towards your goal?**
- **How will you know you are moving forward?**
- **What specifically will you be doing?**
- **If you were doing this now, where are you? What can you see? What do you say to yourself? How do you keep going? How do you feel right now?**
- **What would others say when they can see you achieving your goal? What will others see you doing?**

Collect Evidence

What is the outcome to achieving your goal? What will be different when you achieve your goal? How will your life change?

- **How will you know that the goal has been achieved?**
- **What will be different? What will you see, hear and think when you have achieved your goal? How do you feel?**
- **How will you know that your goal has lead to your desired outcome?**
- **In what area of your life do you want to achieve your outcome? *To be more confident...at work or in social situations?***

Resources

Once you have a goal and desired outcome that you are motivated to achieve, you may want to use some additional resources. If your goal was to run the London marathon your resources would be a good pair of running shoes and a positive mental attitude. You may also have a family member who will help you train and prepare – these are all resources that you can tap into.

- **What resources do you have available that will help you to reach your goal?**
- **Who do you know that may be able to help, support and encourage you?**

- **What books, information, state of mind may help you achieve your outcome?**
- **Who do you know that has achieved the same outcome? What advice can they give you?**

Achievable Outcomes

Is your outcome achievable, this does not mean the outcome should be easy to achieve as you always appreciate achieving something that has been an initial struggle, don't you?

- **Does the outcome seem realistic and achievable?**
- **Does it represent enough of a challenge to keep you interested without it being so big that it feels overwhelming?**
- **Does the outcome look, sound, feel exciting enough to keep you motivated?**

A Little Extra

- **What would be the consequence in your life and relationships if you got your outcome?**
- **How do you feel when you have achieved your outcome?**
- **Who else would the outcome effect?**

You can [complete this exercise for all your clients goals.](#)

GROW

GROW – Goal, Reality, Options and Will

The GROW model is a set of coaching questions to help your client achieve their goals, by asking a set of questions to move their thinking into a positive direction. This is one of the most famous goal setting techniques.

Explain to the Client

First, you need to agree a Goal and Outcome. What is your goal? Make the goal specific, measurable and realistic. You have to believe in your goal, also be consistent don't have a goal that conflicts with another goal or you will lose motivation in an instant.

Client Exercise

Goal Questions:

The Goal – what do you want to achieve? Keep this as simple as possible! The goal questions will support you to understand the goal and when it will be achieved.

- What is the aim of this discussion?
- What is the long term goal?
- What is the short term goal?
- Who is it for? Who are your end customers?
- What do they really want? What is the benefit for your customers and you? What would make your customers/managers happy?
- What do you need to deliver so your customer/line managers get what they want?
- How long might it take to deliver? Is this feasible?
- What would you consider as a milestone?
- If everything went as well as possible, what would be the best possible outcome?
- What does success look like to you?
- How will you know that you have achieved your goal?
- What is your budget? Is this feasible?
- What will you look for when you deliver it? What would make the team unhappy? What would motivate them?
- How will you measure your goal?
- How can your passed experience help you achieve this goal?
- What can you personally do to achieve your goal?
- How much control does each of the team members have over the goal?

Reality Questions:

To achieve your goal you need to understand the Reality of your current situation, skills, time constraints, attitudes, process and how far or near you are to achieving your goal.

- What is happening now? – Who, what, where, how and when?
- What is the effect or result of that?
- How busy are you?
- When things aren't going well, who else can be brought in?
- What is the current situation like?
- Who is involved? What are they like? What can they add?
- What's working and not working?
- Do you have enough time to achieve your goal?
- What is missing?
- What is holding you back?

- What can get you started?
- What keeps you awake at night?
- How easy is it to get things done?
- How often have you tried?
- Who is involved?
- What is your part in the team?
- What has already been started?

Option Questions:

First look at the overall big picture and then break this down into smaller details. Remember that your different experiences and knowledge, this experience and knowledge will open new possibilities and options.

- What are the two main options?
- What else could you do?
- What other options do you have?
What if all constraints were removed?
- What are the benefits and negatives of each option?
- What factors will you use to weigh up the options?
- If you had more time, what would you do?
- If money was not an issue, what resources would you have?
- If you had complete power what would you try?
- How could you go about doing this?
- How else could you go about doing it?
- What could go wrong with that approach?
- What would work well?
- How long would it take to achieve each option?
- What resource and expenditure would be needed?
- What are the risks in each option?
- What criteria will you use to select the main option?
- What should you do first, next, last?
- What are the costs and benefits of each of these ideas?
- If you had more confidence, what would you try?
- What could you use as a back up plan?

Will Questions:

Once you understand and believe in the goal and can see that this goal is achievable and realistic, you will be ready to start moving towards that goal. The Will questions are designed to get you thinking about starting your task.

- So what will you do now?
- What options will you choice?
- To what extent does this meet all of your objectives?
- What will you start first?
- When will start (each step)?
- What could stop you moving forward?
- And how will you overcome it?
- Will this address your goal?
- How likely is this option to succeed?
- What else will you do?
- When will you know you are ready for this? How does it light your fire?
- What will light your fire?
- Is there anything stopping you from committing whole-heartedly to this?
- Who else needs to buy in to it?
- Who needs to know about the goal or action plan?
- What needs to happen to make people enthusiastic?
- What rewards for completion would help?
- What additional help do you need?
- What could I do to support you?
- What can get you real excited about starting this project?
- Is there anything thing else you need to before we start?

Life is a Logical Level

Explain to the Client

The logical level exercise will help align all of your neurological levels to achieve your outcome and new life. This next exercise can be split into two sections the past (**Thinking of a time when you wasn't confident or successful, a time when on the scale (wheel of life) you were below 5**) and the future (**a time in the future, a time when everything is going right, you feel good, your confident, you're enjoying your life, a time when you would be 8 or above on the scale**).

Client Exercise

First think again about the positive goal and outcome you recorded in the previous exercise. You will be asked questions on the six logical levels and you need to answer the questions thinking about the past events (a negative experience or state) and the future situations (a positive experience and state), allowing you to see how the different logical levels have stopped you achieving your goal previously and how you will be able to achieve your goal and outcome in the future.

Environment

Where, When and With Whom?

Question	Answers from the Past	Answers from the Future
<ul style="list-style-type: none"> • How does your environment affect your goal? • What are your external opportunities or constraints? • Where do you work best? • What kind of people do you like to have around you? • Where are your resources? • Where do you gain support from? • How does your environment make you feel? 		

Behaviour

What are you doing?

Question	Answers from the Past	Answers from the Future
<ul style="list-style-type: none"> • What specifically do you do in your day? • What do you do that makes your life fun and interesting? 		

- How do your behaviours affect your goal?
- What do you find yourself saying habitually?
- Can you see any patterns?
- If I was you, what would I be doing?
- Do your actions fit in with your sense of who you are?
- What do you sound like?

Capabilities

How do you do that? How would you do that?

Question	Answers from the Past	Answers from the Future
<ul style="list-style-type: none"> • What skills, competency and knowledge do you have? • What skills have you learnt that you are proud of? • What would people who know you well say you are good at? • Do you know someone who has the skills you'd like to have? • How do you know you are effective? • Is anything stopping you being your best? 		

Beliefs and Values

Why do you want that? Why is that important to you?

Question	Answers from the Past	Answers from the Future
<ul style="list-style-type: none"> • What do you believe and value, about yourself and your world? • Why do you believe and value that? • What factors are important to you in your situation? • What do you believe to be right and wrong? • What has to be true for you to get what you want? • What are your beliefs about your working and life situations? Are they helpful? • What beliefs might be help me you get better results? 		

Identity

Who are you? Who were you? Who do you want to be?

Question	Answers from the Past	Answers from the Future
<ul style="list-style-type: none"> • What is the definition of who you are and what you stand for? • What kind of person are you? • How is what you are 		

experiencing an expression of who you are?

- How would you describe yourself in work and life?
- How would others describe you?

Spirituality

What for, or for Whom?

Question	Answers from the Past	Answers from the Future
<ul style="list-style-type: none"> • What is your meaning in life? • For what reason are you here? • What would you like your contribution to be to others? • How would you like to be remembered when you're gone? 		

Now, compare your answers from both your past and future situations

- What have you noticed?

- What is different between your current past list and your future list?

- What can you change in your current situation to turn this into your ideal situation?

- Have your beliefs or values changed?

- Would it be helpful to change any of your belief, values or identity?

-
- What Step (or logical level) did you find most interesting?
-
- How do you feel more positive now that you have completed this exercise?
-
- What small or large changes will you make to help you achieve your goal and outcome?
-
- If you could take one piece of learning that would help you achieve your goal, from this exercise, what would it be?
-
- What will you do differently tomorrow?
-

Understanding Emotions

Explain to the Client

People represent emotions differently, if you think about a time you felt good compared to a time when you felt and you think about your emotions you will notice that they feel different. Some people say the anger is hot, while happiness feels light, how do your different emotions feel to you?

Client Exercise

Draw two human bodies on two pieces of paper. On top of one right a positive emotion and on the second piece of paper write a negative emotion. For each emotion (do one emotion at a time) I want you to remember a time when you felt it.

- **Where is this emotion in your body? Draw it on the body**
- **What does it look like**
- **What colour is the emotion**
- **What direction does the emotion travel in your body? Draw the direction on the paper**
- **Is it fast or slow?**

- **What temperature is the emotion**

As you can see your emotions are very different, but most people don't really think about it like this. With the different emotions change the speed and temperature and any other of the sub modalities you recorded and see how you feel.

You will notice that sometimes the emotion is stronger or weaker, which means you now have the power to control how you want to feel.

Understanding Me

Explain to the Client

People rarely take time to understand themselves, which I think is very strange. As you understand yourself you can improve your weaknesses and build on your strengths.

Client Exercise

Write a list of everything that is important in your life

Your Life	Scale	Reason
Family		
health		
My dog		
Money		
Relationship		
Keeping fit		

Next scale how important this is to you write now, using a percentage. Example family is around 50% important to me, health 30% etc with a total of 100%

Write the reason why this is important to you

Finally after looking at your life as a whole, decide if these percentages are where you want them to be?

If there out, write what you will do to change them to get the results you desire.

To increase my health percentage I will eat more healthy...

Miracle Question

Explain to the Client

No explanation is required for this technique. I often use this question to get the client to look at themselves from a new perspective and mainly for the client to find solutions to their own problems. I often use this question on the first session with clients or generally I throughout during a session, especially if a client is finding hard to move forward.

Client Exercise

Imagine that when you go to sleep one night a miracle happens and the problem we've been talking about vanishes. As you were a sleep, you didn't know that a miracle has happened. When you woke up what would be the first signs that a miracle has happened?

Animals

Explain to the Client

I'm going to ask you weird question, but just go with it and rather than consciously think about the question and answer, let your unconscious mind think it and just answer with the first answer that pops into your head.

Client Exercise



Question: what animal best represents you and your life?

Why did you choose this particular animal?

How does this animal represent you?

What strengths does this animal have?

If this animal had a motto or mission what would it be?

How can you improve this animals weaknesses what would it have to do or learn?

Finding Happiness

Explain to the Client

When successful people are researched, generally they have to common themes; one they make positive (towards) goal and they know how to be happy. There was a very famous

experiment where a psychologist took a group of deeply depressed patients who had been labelled as being incurable. The psychologist used a simple approach and made each patient laugh for 20 minutes each hour. One by one these patients were cured just through the power of laughter.

Today we are going to look at what makes you happy

Client Exercise

Ask your client – what makes you happy? Make a list of all the times when you have been really happy?

- **Example - *Spending time with my old school friend***
-
-
-
-
-
-
-
-

Tell the client to re-read your list, which item on your list made you the most happiest? Which list item made you truly happy? Think about this happy time again, close your eyes and really remember it, imagine you were there now. What can you see? What can you hear? Who is with you? How does feel to be this happy? Become aware of what makes you happy:

- **Where are you?**
- **What are you doing?**
- **Who are you with?**
- **What makes this event fun?**
- **What is making me feel happy?**

Write a second list of all the things that can make you happy right now, think about it what can you do that will make you happy – these have to be achievable, many of these may be on your original list and you also add one or two new items.

- **Example - *Eating out at a restaurants once a week***
-
-
-

•

Think about each happy activity and when you can achieve it/when you can carry it out. Give yourself time limits and deadlines. Be specific and give a date and time.

- **Eating out at a restaurant every Thursday night at 7:00**

If you have to carry out an initial action record this down to – remember people are more likely to achieve goals with time limits.

- **Book the restaurant by Tuesday night 8:00**

Finally add some detail to your happy event list, adding detail will help you visualise yourself enjoying yourself and being happy. Thinking about all the fun you are having will motivate you to follow through on your list.

- **Eating out at a restaurant every Thursday night at 7:00**

On Thursday I will get home from work before my husband and take a long bath to relax. Once my husband arrives home and starts to get ready I will take some time to choose my outfit before styling my hair.

I will book a taxi in advance and to “our” album. When I arrive at the restaurant I will order a bottle of Champaign as this week is our anniversary.

Happy Activity:

by _____

Details:

Risk Assessment

Explain to the Client

Risk assessments are used by many companies to predict risk relating to health and safety, as an example a company using a wood cutting machine will deem this as a high risk. To reduce the risk they will put in actions to combat it, with this example a company may use a blade cover and//or an emergency stop button.

Client Exercise

Think about your world and predict any “risk” you might in counter. Unlike the workplace this doesn’t have to be physical. You may for example want to improve your confidence because of an ex-partner. Your “risk” maybe bumping into this person, which means you need to plan how you can deal with this situation.

Risk	High, Medium or Low	Preventive Action	How to Deal with the Situation
Bumping into my ex	M	To avoid the places he goes too, that aren't important to me	I will ignore him and walk away.

The Best of Me

Explain to the Client

We all have many talents; successful people know their strengths but many others are not aware of what they are good at.

Client Exercise

Complete this form, and look at what you are good and how you achieved this.

Skills and Qualities	Achievements	How was this achieved?

Dot to Dot

Explain to the Client

A famous psychologist undertook a revolutionary experiment with a group of long-term depressed clients who all other professionals couldn't help. He asked the participants to

laugh for 20 minutes each day. After several weeks he cured their depression because when you laugh your mind realises positive chemicals into your body helping you feel better about yourself.

Client Exercise

I'm going to give you 12 red dot stickers and I want you to put the 12 dots around your house. No matter what the time every time you see a dot you have to stop and laugh for 2 minutes none stop. Do this for 2 weeks.

Hero



Explain to the Client

We all learn from others all the time, a child will watch their parents and copy what they do. This is a natural learning process that we do unconsciously.

Client Exercise

Name one of your hero's and write down what you like about them, the thing you admire.

Personality Traits	Outlook On Life	Strengths	Skills

Next time you feel stuck or lost, think about this hero and ask what they would do. If your hero was here now, what would your hero advice you to do with your current issue?

The Mirror Technique

Explain to the Client

This next exercise is simple and effective; tell your client who may need encouraging to do this each morning before you do any other task, putting you in a happy mood instantly.

Client Exercise

Print of these sheet and ask your client to follow the instructions, they need to do this every day for a week and then every two days for a following week.

- 1. Stand up and look into a mirror at your reflection, firstly notice how nice you look today; there is always a part of you that looks the best which is yours? And give yourself a big smile. If you are not happy with your appearance, imagine you are the type of person who appreciates them self and give a big wide smile – you are already feeling a little happier.**
- 2. Next tell yourself all the things that make you special – list at least 10 special things**
- 3. Thirdly remind yourself of all the things you do really well; this can be anything from washing up to being a good listener**
- 4. Finally again with a big smile, thank yourself for being you and be able to have all of these wonderful things.**

What Do You Like About Me?

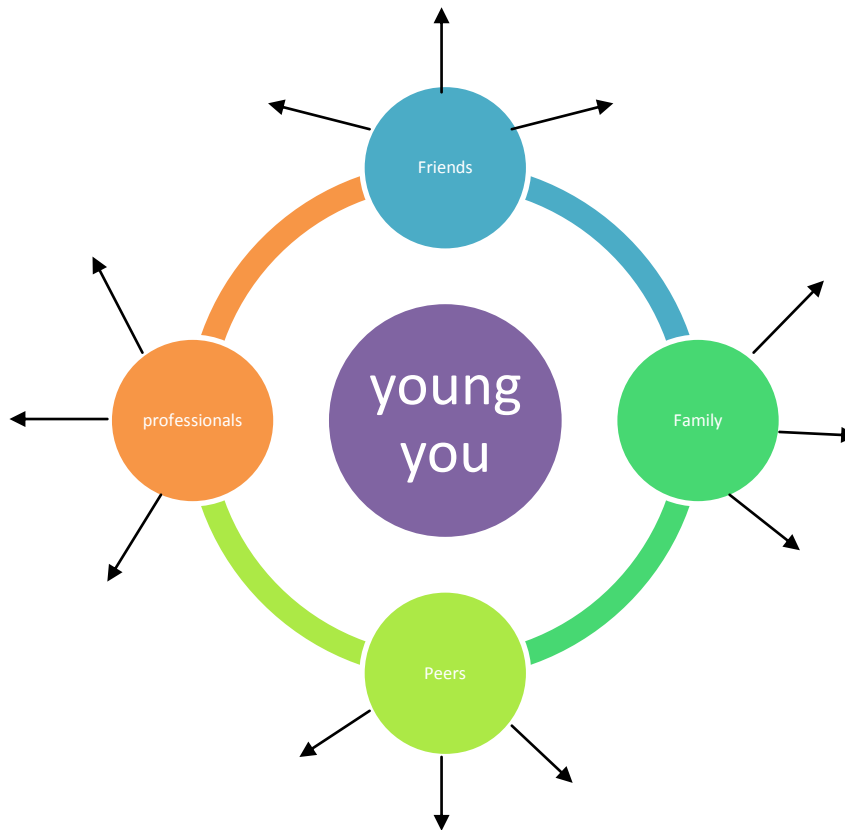
Explain to the Client

We all have strengths, skills, qualities and personality preferences; the secret is to understand what you are good at? In many cases people feel they have a weakness that others will say are their strengths.

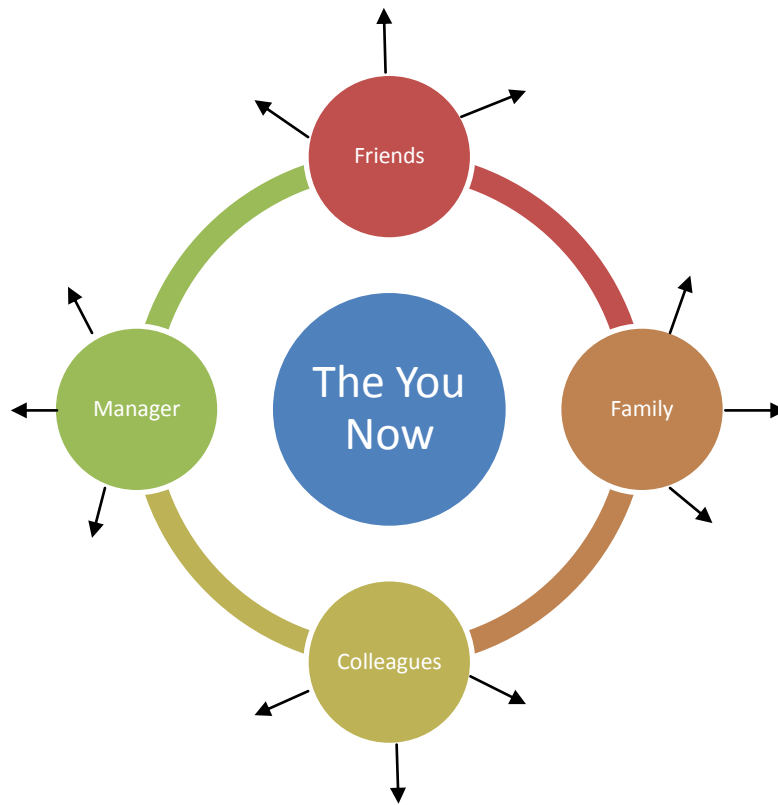
Client Exercise

As we grow older we often forget the person we use to be, the young you. We are often different people as a youngster or teenager with different skills, experience and outlook on life. When you were young what were you good at? What were your strengths? What would other people, your friends and peers say that they liked about you? What would people say

you were good at, your strengths and qualities? What did you like about yourself? Record them all here:



Keep adding to the above mind map; add as many “fields” as needed. Next let’s take a look at your life now; concentrating only on your positives and strengths, we will look at your areas of development later on. What have you learnt since being a teenager, what new skills, qualities and experiences have you gained and learnt. How has your life changed for the better, what part of your life have you improved? What do others like and say about you? What do others say your strengths and likable features are? Add them all on the mind map below, keep adding new “fields” and likeable skills too you can’t think of anymore:



What is the common theme of strengths from your childhood and the you now?

What skills and strengths have you possessed throughout your life?

What new skills and likable features have you gained? What do people like about you that is different from when you were young?

End by saying to clients; Some of our skills stay with us throughout of lives, while others are new skills we learn from our experiences, this can be on the conscious or unconscious level. We continue to learn throughout your life, the more you experience the more you will grow as every experience offers us a new insight and learning experience.

Being aware of positive changes will show you how you're developing and learning – how you are moving forward, you can appreciate your skills and qualities enjoying a fuller life.

Daily Diary

A quick and simple way for clients to see themselves moving forward is to keep a daily diary. A daily diary will do much more than allow you to see yourself moving forward you can release your hidden feelings helping you to distress. A diary will also help you spot routines and patterns for both positive and negative feelings.

Explain to the Client

A diary will help you see what you are achieving, for many we are so busy that we don't actually see what we have achieved in the day. People with a large amount of self belief appreciate what they have and notice what they have achieved each day, this is often small achievements and I would add the small happy achievements add up.

Client Exercise

You need to commit to keeping a diary; the diary is for your eyes only, add to the diary everyday and keep it locked safely away. At least once a month re-read all the daily entries in the previous month and notice how much you have moved forward, also become aware of any patterns you have developed.

Daily Diary

Date:

Overview of the Day:

Breakdown of the Day:

What did I enjoy most about my day?

What would I like to do less off in my day?

What did I learn today?

If I could what would I to do differently?

How to complete your diary

Date:

Overview of the Day:

In the overview section, you need to be aware of what is currently going on in your

mind. Record all your thoughts and feelings; *today I met an old friend in a coffee shop, I thought it was great to get out of the house and to forget about my problems. I am looking forward to meeting my friend again.*

This section will record your highs and lows, the triggers and your emotions. Record any of your thoughts, as you start to write open up your mind and let your unconscious mind take over, record all of these thoughts and feelings.

Record the positives, the steps forward and any negatives and steps back. Why did you have a good/bad day? Who did you meet that change your state? Where were you? What were you saying to yourself?

Breakdown of the Day:

What did I enjoy most about my day?

Even if you are currently unhappy with your life, there will be a time in your day that you enjoyed more than the rest of the day, what part of the day did you most enjoy? In many cases you will be having a great day, what part of this day was the best?

Why was this part of your day good? What were you doing? What made it fun and exciting? Who were you with? What would you like to do more off?

What would I like to do less of in my day?

Think about what you didn't enjoy about this day, don't think about it too much, imagine you could see your day as a TV show, watching yourself on the television. Which part of your day did you not enjoy? Why did you not enjoy this?

What did I learn today?

We all learn every day; this is one of the things that drive humans forward – our quest for knowledge. Think about the things you enjoyed and the things you didn't enjoy in your day and ask yourself for each individual item "what have I learnt from this?"

If a negative point in the day, was when you stopped doing something due your own "negative" self talk, ask your unconscious mind (this is where the negative self talk comes from) "what was the positive intention?" or "what is it that you want to achieve for me by criticising me in this way?"

Record anything you have learnt about yourself; how you act in different situations, what you enjoy doing, how you handle problems, how others effect you, what makes you laugh.

Write down anything you were not originally aware of.

If I could what would I to do differently?

At times, we act spontaneously in many cases this can be a positive thing, at other times you may regret the way you spontaneously acted. We have all heard people say “in hindsight I should have...” and we often talk ourselves out of doing something new and then later regret it.

We can learn from past, look to the future and live in the present. You can't change the past and you don't want to because you have already learnt from that experience. What you can ask yourself is, “if you were in a similar situation again, what would you do different now you have learnt from this past experience?”

The Future You

Explain to the Client

We will look at some everyday task and compare how you do them now, compared to how you would do them, if you were acting at your optimum. What is your current approach and attitude to each task compared to your approach and attitude to task when you are at your optimum?

Client Exercise

Write a list under each heading, how you do things now and how you will do things in the future and finally why would you want to do things differently? What would be the outcome to doing things in this way?

- **My Morning Routine**

How I do things now	How I would do things in the future	Why would you do things differently?

--	--	--

- **How I Plan My Week**

How I do things now	How I would do things in the future	Why would you do things differently?

- **The Amount of Time I Dedicate to Spending Time With friends and family**

How I do things now	How I would do things in the future	Why would you do things differently?

- **My Attitude to Life**

How I do things now	How I would do things in the future	Why would you do things differently?

--	--	--

- **How I Ensure I am Happy**

How I do things now	How I would do things in the future	Why would you do things differently?

You now have a list of how you currently deal with different parts of your life and how when you are acting at your optimum you would act and feel differently, what differences have you noticed? How much better would your life be, if you undertook these task as you would do when you were at your optimum?

You have also answered why you would do things differently? Why would it be beneficial to do things in a different way? How would doing these things benefit you and your life?

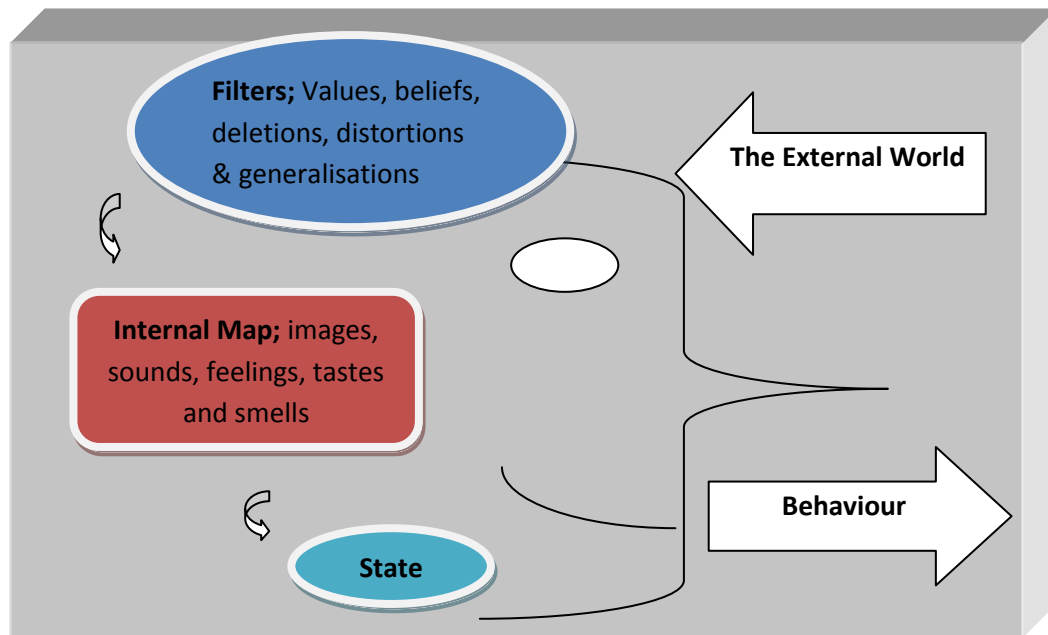
- **What can you do, to start changing the way you handle everyday situations?**

- **What resources do you need to change the way you respond to everyday task?**

- **What may stop you changing the way you approach task, how can you overcome this?**

- **What do you need to believe and value about yourself to start doing everyday task in a more positive way? How can you improve your values and beliefs?**

How We View The World



Explain to the Client

We experience the world through our 5 senses; sight, hearing, touch, smell and taste. Due to the amount of information we receive our mind will delete, distort and generalise information both on a conscious and unconscious level.

With the information that is left we filter this with our past experiences, our values and beliefs. We all end up with our own version of the world, we do not see the world as it really is, this in turn affects our behaviour. **One person after eating some fast food will see this as a nice one of treat, which will end in a positive state. While a second person after eating the same fast food, will feel awful as they think about the extra weight they have just put on (remember the Pain and Pleasure exercise?).**

The External World

We constantly, see, feel, hear, smell and taste our external world and are only consciously aware of a few of these, which is good or we would easily be overwhelmed.

Deletion

We delete large amounts of our experiences, deletion is essential as we need to be selective about using our attention. Imagine crossing a busy road on the high street, you need to be

aware of your current situation (crossing the road safely) not concentrating on the thousands images, smells, feelings, taste and sounds around you.

Distortion

We use distortions to bring meaning to our world; distortion adds weight to our beliefs and values, and is the basis for our creativity as well as our paranoia. An example of distortion is when you think you recognise someone on the street, as you take a second look it is not the person you thought it was. A second example is when your boss didn't say hello to you in the morning, you take this as your boss not being happy with you, where as the reason maybe a recent break-up your boss has gone through which has made him upset and quite on that particular day. We try to make sense of what we see and hear and can end up with the wrong meaning; *a gesture can have several meanings.*

Generalisation

We generalise from our past experiences, creating our own rules and beliefs – you may say “I will never gain a promotion” just because you was not offered a promotion from your past two past job interviews. You may use generalisations to keep you safe by creating a phobia of dogs after a dog recently attacked you – does that mean all dogs will attack you?

Your Filters

Deletions, distortions and generalisations (DDG) can be both negative and positive; by being aware of how our filters work we gain a better insight to our own map of the world. The DDG filters feed our decision making process, when your thinking about starting a new task you will visualise yourself doing the task with either PAIN or PLEASURE, because of your personal filters

Client Exercise

Record 2 examples of positive and negative filters that has shaped your life:

Deletion – Negative	Deletion – Positive
<p>Example; forgetting to pay bill's</p>	<p>Examples; deleting the sound of traffic when going to sleep</p>

Distortion – Negative	Distortion – Positive
Example; believing that someone is out to get you (with no real evidence)	Example; taking someone’s criticism as them offering you advice
Generalisation – Negative	Generalisation – Positive
Example; telling yourself limiting beliefs such as “I will never fall in love”	Example; telling yourself “I can do anything I put my mind too”

Internal Map

As we think about the world around us we use feelings, pictures, sounds, smells and taste. This happens when I say “don’t think of a pink elephant” in order to make sense of what I have told you to do, you first have to represent what you heard with a picture.

If I ask you to think about a past holiday, your experiences which have been distorted and parts deleted and generalised will be represented by an image or movie in your mind, you may also recall sounds, smells, taste and feelings.

Your State

What you represent in your mind can alter your current state, if the holiday brought back negative images and feelings you may feel bad, angry or sad and this will change your behaviour. Other people who were asked the same question may remember positive holiday times which in turn may give them a positive state changing their behaviour.

Our states change hundreds of times throughout the day, have you ever snapped at someone when you know you shouldn’t have? Or for some reason you just felt on top of the

world, wanting to help others and you don't know why? This is because your state has affected your behaviour.

Changing Your Beliefs

Explain to the Client

Making changes is a natural life progression, helping you stay fresh and motivated, when you want to make a change you first need to ask yourself **“why do you want to make a change?”**

Many coaching clients will tell me that **“they made the wrong decision...if only they could turn back time..”** it is often frowned upon when we make mistakes but we all learn from making mistakes, making mistakes is a good thing, Albert Einstein once said **“Anyone who has never made a mistakes has never tried anything new”** The secret is to learn from your past, look towards your future and live your life in the present.

Whatever mistake (**learning opportunity**) you feel you have made, you need to look back and remember you had to make a choice, you made your choice with the circumstances, knowledge and experiences you had at that particular time (represented with a pain or pleasure visualisation). You made this choice and learnt from it, this new experience gave you a new learning opportunity and with this new experience and knowledge, given the same choices again you would make a new more informed decision, wouldn't you?

Client Exercise

Let's take this opportunity to look at your life as it is now. We all like parts of our lives and we all have things that we would like to change, sometimes you are not even aware of what you like and don't like about yourself until you start to look inside.

What You Want and Already Have

Look at your life, what do you really like about it, there are always parts of your life you like – what are yours? For some this could be winning a race, gaining a new promotion, being in love or having a large number of friends. Think about your life and record all the things you like about your life – the things you want and already have:

The Things you Want and already Have**What I Have and Don't Want**

Doesn't it feel good when you start to recognise all the things you like about yourself and your life? You also need to look at the thing you have and don't want, some people often spend a large amount of time on this question. You can include anything on this list, in the past clients have said; A horrid boss, too much weight, taking over an hour to get to work or an unsupportive family. What do you have that you don't want? Add everything to your list:

What I Have and Don't Want**Goals – Don't Have and Want**

You have already started to look at this section when you looked at your goals; throughout this programme you will evolve seeing yourself moving forward gaining new goals and feeling yourself achieving your desired outcomes. Think about your life and record all you desire, your goals, your wishes. Record everything you don't have in your life that you want:

Goals - Don't Have and Want**Don't Have and Don't Want**

Finally you can look at the things you don't have and don't want, for many of us we never look at this list, so let's take some time to realise the things you don't have and don't want.

Include anything you don't have or want onto this list, you could include a serious illness, being homeless, bad health or serious debt:

Don't Have and Don't Want

--

It feels good to write our wants and don't wants to paper, allowing you to look at your life in detail, it is often good to put your columns next to each other and to re-read what you have recorded.

Want and Have	Have and Don't Want	Don't Have and Want	Don't Have and Don't Want

By writing these lists, you have now become more aware of your Likes, Dislikes and Wants; ask yourself; which list did you find easiest to write? Which list did you relate to the most? Which list made you most excited?

Ask yourself, if you could change or delete some of the **Have and Don't Want**, would you still want to make the same changes to your life?

Look at your **Have and Don't Want** List, re-word each "away from" statement, example "**I don't want constant interruptions when I'm working**" to a "towards" statement, example **I want to work in a company that allows you to work without interruption**"

You can now move all your new statements from the "**Have and Don't Want**" heading to the "**Goals - Don't Have and Want**"

Have and Don't Want

Goals - Don't Have and Want

You have successfully created a new list of goals “don't have and want” as well as realising that in many ways there are things that you could have that you wouldn't want (don't have and don't want)

What Are Your Limiting Beliefs?

Explain to the Client

In order to move forward you need to understand your own beliefs and which beliefs are limiting. When you believe your life will be hard, your mind will concentrate on this belief and will search for evidence to back up this belief. This happens all the time, have you ever been searching for your car keys saying to yourself “**I can't find my car keys**” you look everywhere without being able to locate the car keys, this leads you to becoming angry and frustrated. Your partner comes in and tells you that there on the table in front of you – the place you checked three times! By telling yourself you can't find the keys, stops you from finding them.

Another example is when you meet someone you fancy for the first time, as you tell yourself that you are attracted to this person, you look for the things you like about them; a nice smile, funny and interesting. With some relationships, after a couple of dates you change your belief from “I really fancy this person” to “I don't think this relationship will work out” after changing your belief you start to look for new evidence to back up this new belief; hairy ears, always late and uses bad aftershave/perfume.

As you will agree, the same happens with our own limiting beliefs we tell ourselves something negative about ourselves and then look for evidence to back this up.

Client Exercise

First write a list of all your limiting beliefs; your beliefs that stop you from moving forward:

Example: "I'm a bad driver"

Pick one of your limiting beliefs – why do you believe this statement? Because in your mind you have backed this belief up with evidence, if you challenge the evidence you will break your belief.



To change your beliefs, question and challenge the evidence that backs up your limiting belief, look for the generalisations, check to see what is missing – essentially create doubt in your belief.

I hit the curb last week –

- How many times have you drove and not hit a curb?
- Were there any other influences that caused you to hit the curb?

My partner tells me I can't drive –

- Does your partner know what makes a good driver? – does your partner drive?
- What else does your partner tell you that are incorrect?
- Does your partner sometimes tell you, you are a good driver?

As you can see once you start questioning your limiting beliefs you will start to create doubt which will lead to you changing your beliefs.

Write down each your limiting beliefs one by one and the evidence you use to back up this belief:



Evidence 1:

Record 3 questions that you can ask yourself to challenge this belief

1. _____

2. _____

3. _____

Evidence 2:

Record 3 questions that you can ask yourself to challenge this belief

1. _____

2. _____

3. _____

Evidence 3:

Record 3 questions that you can ask yourself to challenge this belief

1. _____

2. _____

3. _____

Evidence 4:

Record 3 questions that you can ask yourself to challenge this belief

1. _____

2. _____

3. _____

Our mind never sets out wanting you to have a hard life, we can presume that there is a positive intent for every thought and belief you have. Limiting beliefs are often formed by your unconscious mind to protect you in some way; your limiting belief may have been adapted through past experiences, repetitive negative comments (from yourself and others) or your environment. Your mind rather than having you repeat this past distressful experience will allow you to believe it's not worth putting yourself through it again.

As an example, you may have gone for 2-3 job promotions, been rejected, which left you feeling bad/embarrassed about the whole experience. Rather than go through this negative experience you will start to believe **"I will never get a promotion"** and stop yourself from applying for a new position, keeping you safe (short term pleasure) by not feeling rejected.

You need to ask yourself what is my limiting belief stopping me from doing? Is my limiting belief doing more harm than good? If I had a new belief or could change a limiting belief would this help me move forward? Would I be happier? Would I feel I have more choices?

Take your limiting beliefs and update them, giving yourself a new opportunity.

Limiting Belief	Updated Belief
Example:	
I always make mistakes	I always learn from anything that does not go to plan
Life is hard	Life is full of challenges that help me to move forward and grow
My relationships never work out	I will have a good relationship once I meet the right person for me

Add your limiting and updated beliefs below: how you would like to be!

Limiting Belief	Updated Belief

Now you have a list of new beliefs, but beliefs only work when we truly believe them, as an example before 1945 people believed that **you could not run a mile in under 4 minutes**, this was a belief that everyone shared which meant it was an easy belief to back up with evidence (other people and athletes telling you – your evidence does not need to be true for you to use it to back up your belief) people tried and failed

In 1945 Roger Banister ran a mile in under 4 minutes instantly breaking that belief, the following year 37 other runners ran a mile in under 4 minutes – that's the power of beliefs

Record your new positive belief and look for evidence to back up your belief and I would add once you find evidence to back up your new belief you will truly believe this belief which will result in the belief becoming reality



Your beliefs are powerful, as you already know you will search for evidence to back up your beliefs; be certain that your new beliefs have a positive purpose, re-read your new beliefs and say them out loud. Imagine yourself living your new beliefs feeling more positive about moving forward.

Shouting Down Your Beliefs

Explain to Clients

This is a great exercise; I like this exercise because when I explain the technique to you, you will automatically start to laugh. But after clients have used this technique they report back how different they feel about their past limiting beliefs.

Client Exercise

Write on a piece of paper all of your limiting beliefs.



Hold the piece of paper at arm's length and then shout at it, let your anger out and tell these beliefs where to go!

(I get clients to do this three times, often the first time is done in a disheartened way so you need to encourage them, the best way to encourage your client is for you to join in with the shouting)

Once your client has shouted down their beliefs three times, ask them how they feel about the list (many clients want to screw the paper up and throw it away)

Building Confidence

Explain to Clients

People can learn to access confidence whenever they want need to, to be honest people do this all the time without realising it. You know, you might be talking about a future holiday

with your loved ones, when you remember last year's holiday and remember getting up on stage at the karaoke night, so were so confident singing and dancing and the audience loved it, they were all up cheering and clapping.

By remembering past experiences will allow you to re-access the same emotions.

Client Exercise

1. **Think of a time that you felt really confident**, we all feel confident at one time or another, you may be confident at work, you may be confident with your friends or maybe you are confident at a daily task like brushing your teeth. What are you confident at? imagine you were confident right now, how does confidence feel to you?
2. As you **remember feeling confident**, you will start to feel confident. Think about this confident feeling, where in your body does this feeling of confidence start from? In your stomach, in your feet, in your head? think about your feeling of confidence – where does the feeling start in your body?
3. **Imagine you could see your confident feeling**, what colour is your feeling of confidence? make this feeling brighter and stronger
4. **Does your confident feeling, feel hot or cold?** double the temperature of your confident feeling
5. **In what direction does your feeling spin in?** When you feel confident the feeling will spin in one direction or another, what direction does your spinning confident feeling spin in? spin it faster and faster
6. **How much more confident do you feel now?**

Commitment Cards

Explain to Clients

People are more committed to others than to themselves, as it is easier to let ourselves down than it is to let others down.

Client Exercise

1. Get your client to write out their goal on 5 pieces of card "I will give up smoking by xx/xx/xxxx" it is important to write down the date.
2. Ask your client to think of 5 people they trust and respect, people they don't want to disappoint
3. Tell your client to give the commitment cards, one to each of these 5 people. Your client has to tell these 5 people their goal, and that they want them to ask your client how they are getting on.
4. On the goal date, each of the 5 people need to contact your client to see how they have gotten on

Picture Perfect

Explain to the Client

People are often motivated by their perspective on things, along with the outcomes there goal will achieve.

Client Exercise

Draw two pictures, these don't have to be great pictures, if you like you can draw stick people, or add as much detail to the picture as you want. The first picture has to represent the you now. The second picture has to represent the future successful you, once you have achieved all your goals.

Compare the different pictures asking questions on the character, as an example:

- Where does the future you live?
- Why are you on a beach?
- What does the rain mean?

Ask as many questions as possible letting the client do as much talking as possible, some clients will really open up here. Finally ask.

- What does the current you (point to picture 1) have to do to become this future you? (point to picture two)

Timeline

Explain to the Client

Someone of us live in the present, living life today. others live in the past talking about past failures or successes, and some live in the future talking about future dreams and goals. A few live in all three.

Client Exercise

Imagine you can see your timeline in front of you, with the past behind you and the future straight in front. Ask

- **What colour is your timeline?**
- **What is your timeline made from?**

Imagine in front of you on the time line are objects or images representing future events, and these are all positive as this timeline is your timeline when you are at your best. As you start walking up your timeline towards your future, imagine that you can pick up these images and objects, look into each one and understanding what they mean to you.

Do this for each and every object or image, remember these are all positive as this is your time line for you at your very best, achieving all your goals.

Take your time and move slowly up your timeline learning from each of these amazing events.

Once you reach the end of your timeline you will see an older and wiser version of you, a successful you who has achieved all of your goals.

Step around this person and notice all you need to know, look at your posture, the clothes you wear, and understanding what that means. Look into your eyes and see the confidence there, imagine that you could step into this wiser and successful version of yourself.

See the world from these eyes, hear what you can hear, listen to that positive internal dialogue, see what you can see and feel what you feel.

As you look down the timeline back to the you now, **give yourself one piece of advice.**

Step out of this body and go back down the timeline taking in this new knowledge and learning, on your way back pick up each image or object and push them into your chest learning from this experience to.

Once you are back, you will feel different take on the advice you gave yourself.

Image Board

Explain to the Client

Most people are motivated by visual stimulus; today we will use visual images to motivate you.

Client Exercise

Think about your life (or part of your life that is relevant to your goal) – what is important to you in your – life, career, relationship, etc? And record them below:

<p>Example;</p> <ul style="list-style-type: none"> • Money • Love • Stability • Friendship 	
---	--

Next put these in order of importance, one way to do this is to pick two of your list items and imagine you could put them in your hands (it helps to picture your list items as shapes), one in your left hand and the other in your right hand, next hold out your hands and give each of the shapes a weight. **Which item feels more important to you?**

Do this with all your list items until you have a list of criteria in order of importance.

<ol style="list-style-type: none"> 1. 2. 3. 4. 5. 6. 7.
--

It is good to see which items you find more important than others, isn't it? For this exercise we just need to look at your first item, the most important one, and then answer this question:

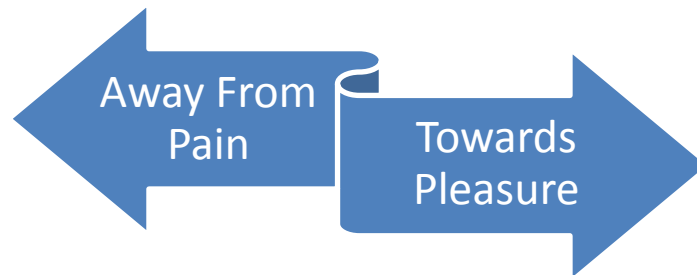
- **Why is this *criteria* important to you?**
- **Answer:** _____

- **Why is *answer* important to you?**
- **Answer:** _____

- **Why is *second answer* important to you?**
- **Answer:** _____

We are each motivated by either **towards** or **away from** motivation; **pleasure** or **pain, the carrot or the stick!** We either look towards pleasure or get away from pain. Someone who

has decide to go on a diet was motivated by “**wanting to be thin and healthy**” - Towards or “**to stop being fat and unhealthy**” - Away From.



Knowing your motivational direction can help you achieve your goals quickly by staying focused. Re-read your three answers and check what words (towards or away from) you have used:

TOWARD MOTIVATION LANGUAGE

To motivate people who are Towards motivated use words, such as:

- **Attain**
- **Gain**
- **Achieve**
- **Get**
- **Include**
- **Towards**
- **Can't wait to get there**
- **Accomplish**
- **Reward**
- **End Result**
- **Goals**

Towards people are motivated to achieve or attain goals. They have trouble recognizing problems. They are good at managing priorities

AWAY-FROM MOTIVATION

To motivate people who are Away From motivated use words such as;

- **Avoid**
- **Exclude**
- **Recognize**
- **Problem**
- **Don't like...**
- **Trouble Shooting**
- **Fix**
- **Steer Clear of**
- **Prevent**
- **Solve**
- **Fix**
- **Prohibit**

Away From people are motivated by what should be avoided and by solving problems. They are energised by threats and deadlines which kick Away From people into action.

You are now aware of your motivational direction, think about your goal. Why do you want to achieve this goal? Are you getting away from pain and moving towards pleasure – remember there are no right or wrong motivational direction, you will agree the power is knowing how you are best motivated and using this to help you achieve your goals.

- **Get a piece of board or paper or print of the image board PDF**

You are going to create an image board, an image board is a collection of images of all the things you want (if you motivation towards) or don't want (if your motivated away from)

Imagine your goal was to be rich because you want a nice house, a big car, stability, regular holidays (motivated towards) find pictures of all these things and stick them to your board, be specific if you want a holiday, add a picture to the destination you want to go to.

If you want to be rich as you want to get away (away from motivation) being poor, having no money, having to wear the same old clothes, struggling to buy food, never being able to go on holiday; find pictures that represent what you want to get away from and add these to your board.

- **Go crazy, cut out pictures from magazines, draw images, add stickers to show how you want or don't want to be. You can add text, images, photos anything you like – let your creative juices run wild.**



In the middle of your board add a picture of you. Put your new image board somewhere you will see it every day. By seeing images of you in pain or pleasure will help keep you motivated to achieve your goal.

Charity

Explain to the Client

People feel better when they are helping others, which is why people generously give to others or donate money on comic relief even when themselves may be financial struggling.

Client Exercise

Tomorrow you have to go out and do something nice for a stranger. This may be giving money to a charity, helping an older lady cross the road or doing some volunteering work.

In the past people have randomly gave compliments to others and someone has given a bunch of flowers to a stranger. It doesn't matter what you do, just do something nice.

The following day I want you to record how you feel about this selfless activity.

Circle of Excellence

Explain to the Client

This techniques is from NLP and will help you access confidence whenever you need to feel more confident. Clients in the past has found this technique really useful when giving presentations

Client Exercise

1. **The Situation.** First think of a situation when you would like to feel your best and most resourceful self. Draw an imaginary circle on the ground in front of you. Make it a generous circle of about three feet in diameter.
2. **Relive Confidence.** Stand up and let yourself go back in your memory to a time when you were very confident, abundantly confident. Get back to it strongly; see what you saw and hear what you heard. Notice what you are feeling and how good it feels reliving that moment...
3. **In the Circle.** As you feel the confidence building step into the C.O.E. What colour would you like the circle to be? Would you like it to have a sound like a soft hum that indicates how powerful it is? What is the sound like? How does it feel? Are you relaxed , excited, strong? How is your posture and breathing right now? Notice the position of your feet and hands, the tilt of your head. When the feeling of confidence is at its fullest , step out of the circle, leaving those positive confident feelings, colours and sounds inside the circle. Break state.

4. **Repeat the exercise** with a second experience if you want to add further resourceful states to the circle or if the circle doesn't feel strong enough. Repeat as many times as necessary. The circle is limitless and you can keep adding more confidence and power resources to the circle over time.
5. **Selecting Cues.** Now think of a specific time in the future when you want to have that same feeling of super confidence. See and hear what will be happening just before you want to feel confident. How will the scene unfold? What is the cue to knowing that it is nearly time to step into the C.E.O.? It could be the opening of an office door or stepping onto a stage or being introduced to an audience...
6. **Step into the Circle of Excellence!** Feel the confidence there for you again, the colour the sounds, the confident breathing and posture. Imagine the scene unfolding exactly the way to want it too with all your confident feelings and resources fully available for you.
7. **Check Results.** Now step out of the circle again, leaving those confident feelings there in the circle. Outside the circle, take a moment and think again of that upcoming event or situation. You'll find you'll automatically recall those confident feelings. This means that you've already reprogrammed yourself for that upcoming situation and you are already feeling better resourced for it. When the time comes you will naturally feel more confident and if you want to add more power to those positive feeling, your circle of excellence is only ever one footstep away.

Removing Bad Memories

Explain to the Client

Bad memories affect how people feel about future and present task and activities. Think about your past negative memories that affect how you act today.

Client Exercise

1. **First if the image is a film – Pause the film.**

2. Place a large frame around the picture, an old thick frame like you might find in an old style art gallery
3. Change the colour picture to black and white - how do you feel now? Less nervous?
4. Be aware of where your image is in your mind's eye and slowly move that image further and further away from your mind, further and further away, making the image smaller and smaller, notice as the image decreases in size, the negative emotions decrease in power
5. Push the image towards the horizon and as the image moves away from you the picture is distorted and hard to see. Keep this image heading away from you until it's a dot and until the dot vanishes. Have all your negative feeling disappeared?
6. Repeat this exercise 5 more times and notice how each time you complete this exercise the image of the job interview is less powerful

Creating Positive Pictures and Emotions

Explain to the Client

When you imagine yourself being successful you will feel successful. Is you think positive you will act positive. First you need to think about yourself doing the task positively

Client Exercise

1. Once you have located your image in your mind's eye, bring that image closer and closer – all the way until the image is so large that it is all you can see in your mind's eye. Do this slowly at first and notice the closer you bring your image the clearer the image becomes, until you appreciate all of the detail of that picture
2. Turn this picture into a coloured image

3. Imagine you had a magic remote control, that can turn pictures into movies – press play and turn your picture into a movie; and this movie shows you at your very best. Watch this movie from the beginning to the end.
4. Re-watch this movie a second time and this time use your remote control to turn up the volume so that you can hear every detail of what is being said. Hear the tone of your voice, the positive self talk and the laughter from the bond you and others
5. Re-watch the movie for a third time, but this time I want you to step into the movie so you can play the movie from the point of view of the you in the movie. This way you can see what you can see as you are there, now, you can hear what you can hear and you can feel all those positive emotions you have from being in a confident and successful i
6. Complete this exercise 3-4 times

Deleting Negative Self Talk

Explain to the Client

People, who give themselves negative self talk, stop themselves from being successful. This little voice in your head can limit your goals, self esteem and aspirations. But you kill this voice giving you the option of being more successful.

Client Exercise

- Think back to a time when you crippled yourself with some negative self talk. Notice, where this voice is? Is it on the left or the right hand side of your head? In the front or the back of your mind?
- How loud is the voice? Normal, softer or louder – become aware of what make this voice negative?

- If you could turn this voice into a shape, what shape would it be? A square, Triangle, Circle or any other shape? What shape is your voice? If you can't turn the voice into a shape, imagine you were someone who could turn the voice into a shape – what shape is your voice?
- What colour is your shape? Is the shape in the same place the voice was?
- Slowly move the shape away from your head, down towards your shoulder, how does it feel now – most say it feels less powerful, amazing, hey?
- Allow the shape to move from your shoulder down your arm towards your elbow, how does it feel now, is the negative emotion vanishing? Yes?
- Let the shape continue further down from your elbow to your hand, notice how your negative emotions losses strength the further down the shape goes, move the shape to your leg, at its own speed allow the shape to drop down from your leg to your knee – how does it feel now? Less powerful?
- Move it from your knee to your foot, is the negative feeling vanishing? With the shape on your foot, how do you feel, more positive?
- Finally allow the shape to fall onto the floor – what do you want to do to the shape? Kick it away? Stamp on it? Put it under your chair?
- Move the shape so you can't see it, now how do you feel, have all the negative emotions vanished? Most said they vanished a long time ago. How easy and amazing is this exercise?
- Try this exercise 3 times and notice how it gets easier and quicker to remove the negative voice each time you try it.

Music Booster

Explain to the Client

The way you remember a past negative event changes how you act right now and how you think about future projects. Think about a past event that you keep remembering that you feel is crippling your success.

Client Exercise

1. Think about the situation and become aware of what image and film comes to your mind, notice the images and sounds that come to mind as the movie plays out in your mind's eye
2. Pause this image and put to one side, next select a theme tune that mismatches the negative film, I use the Benny hill theme tune, as upbeat music works well with this exercise
3. Change the characters into a cartoon character and like all cartoon characters exaggerate the characters funny features; if the character had a big nose then scale up the cartoon nose, so it look's massive
4. Rewind the film to the beginning and play the movie again, with the fun music playing nice and loud and with the character as a cartoon character throughout the whole film
5. Again rewind the film and replay the movie but this time without the music or cartoon and notice how different you feel. Have your unpleasant feelings gone? If not repeat this exercise 3-4 times

Learning Styles

Explain to the Client

People learn in very different ways, if you understand how you learn best you can help accelerate your learning.

Client Exercise

I will ask you three questions each with three answers, you will find that two or may all three answers may suit you but I want you to pick the answer which is your main preference.

When I need directions to somewhere I usually:

1. **Look at a map**
2. **Ask for directions**
3. **Follow my nose and maybe use a compass**

When I'm cooking a new dish, I would:

1. **Follow a written recipe**
2. **Call a friend for an explanation**
3. **Give it a go, testing as I cook**

If I am teaching someone something new, I will:

1. **Write down instructions**
2. **Give them a verbal explanation**
3. **Show them first and then let them have a go**

If you picked mainly 1's you are Visual

If you picked mainly 2's you are Auditory

If you picked mainly 3's you are Kinesthetic

Audio – Study Tips

- **Explain the topic you are trying to learn to a friend**
- **Read explanations and important facts out loud**
- **Make up songs (Daft and crazy songs work best) to the study topic**
- **Record and listen to lectures and sessions**
- **When learning new information, discuss the topic and answers out loud**
- **Say words in syllables.**
- **Make up and repeat rhymes to remember information**

- **Join a study groups/book clubs**
- **Write sequences out in sentence form and then read them out loud.**
- **Use audio CDs etc**

Kinesthetic – Study Tips

- **Hold the book in your hand while reading rather than on a table**
- **Write notes while you are reading or talking**
- **Sit near the front of the classroom to keep focused**
- **Use a computer to reinforce learning by using the sense of touch**
- **Write lists repeatedly**
- **Use practical experience when possible**
- **Stand up when giving explanations**
- **Use rhythm and beats to memorize or explain information**
- **Use gestures when giving explanations**
- **Make models**
- **Make and use flashcards (keep them in order)**
- **Use role-playing**
- **Associate feelings with information**

Visual – Study Tips

- **Take notes while listening to lectures and sessions**
- **Use colour-coded highlighting**
- **Create charts and diagrams that demonstrate key points**
- **View any photographs or diagrams in your textbook**
- **Use visual metaphors to associate information**
- **Write explanations down**
- **Make and use flashcards**
- **Use illustrations**
- **Use visual analogies to associate information**
- **Watch videos/programmes specific to the course you are studying**
- **Use guided imagery**

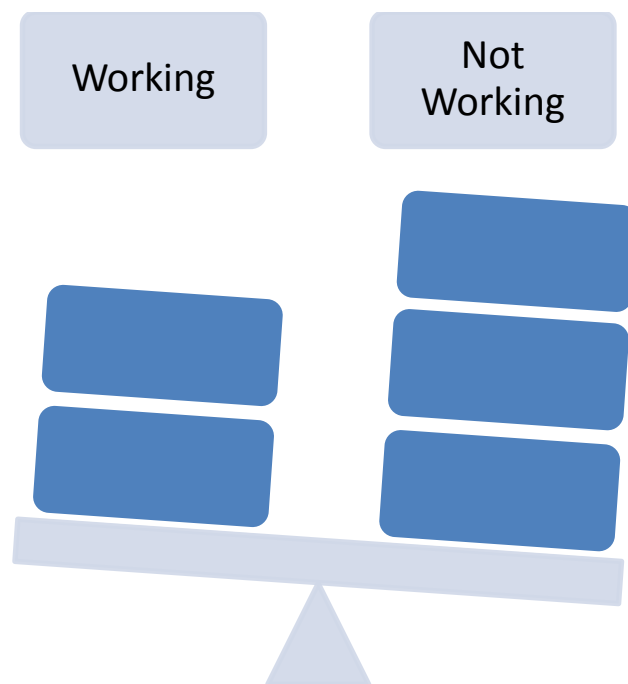
Working Scales

Explain to the Client

Think about a current situation such as work, relationships, studying etc.

Client Exercise

Record what is working and wasn't working



Next think about what you can change to re-balance the scales

Who Do You Rely On?

Explain to the Client

Think about all the people in your life, your relations, friends, colleague, etc

Client Exercise

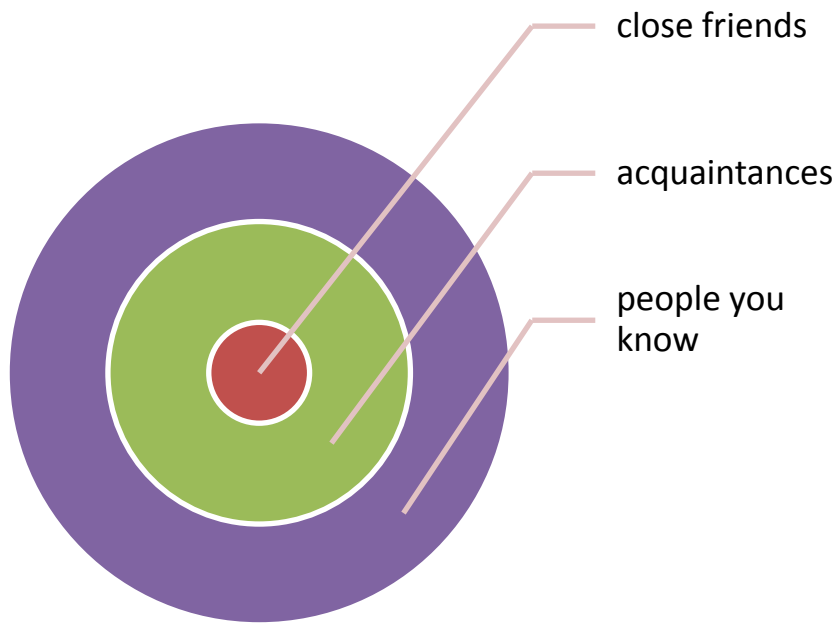
Draw a set of concentric circles to represent how close the relationship of each person is to our friend.

The inner circle are people intimately close to our friend.

Next would be those people who know our friend well and are considered his/her friends.

The next circle are people who know the our friend but are more like acquaintances.

Finally, the last circle are people our friend knows and interacts with, but merely on a level of exchange.



Think about each ring, and ask yourself do you want someone to move in or out of that particular circle?

How much effect does each of these people have on your life

Are these people a positive aspect to your life?

Hopes and Fears

Explain to the Client

We all have hopes and fears, for many though they let their fears have all the power.

Client Exercise

Record your hopes and fears

HOPEs

FEARs

1. Which box is more in control of your life?
2. What will help you reduce the fears? What do you need to know or learn?
3. Who can support you?
4. If you had no fears would you achieve your hopes

Easy Goals

Explain to the Client

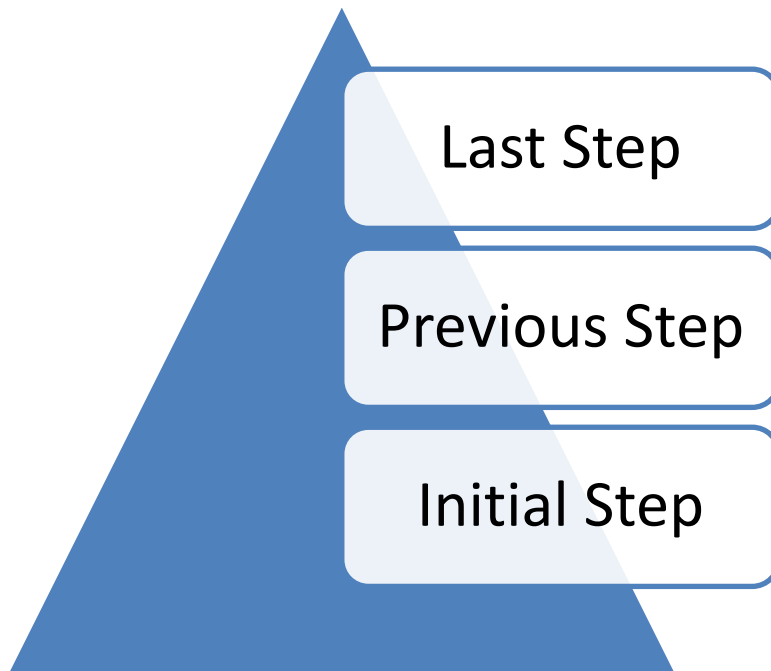
The reason many people never achieve their goals or even stick to New Year resolutions is because they don't plan the steps they need to take. Once you start to achieve the small the steps you become more motivated.

Client Exercise

Record your goal

Next record the last action/step you need to take to achieve this. As an example if your goal is to delivery completing speeches, your last step may be increase confidence or writing interesting scripts.

And then, record what you need to do first to achieve that step. Continue this working backwards until, you get to the point where you are now. Where you have to take the initial action.



Can The Future You, Help You?

Explain to the Client

People who achieve their goals have more than just their desired outcome, they have found new personal skills and strengths. They have experiences that they can use to overcome future problems and to motivate themselves.

Client Exercise

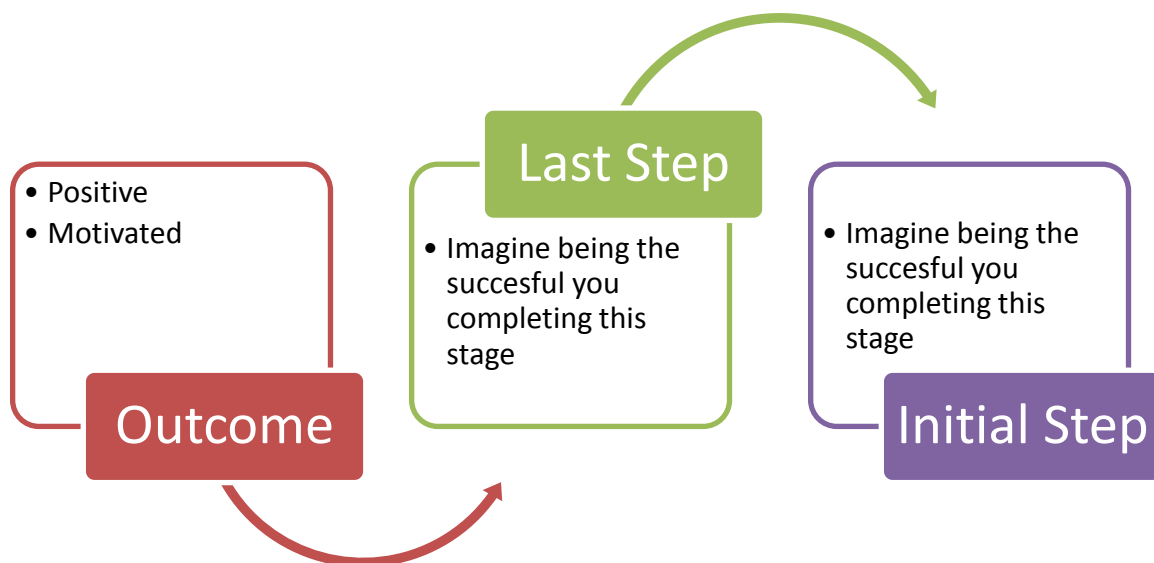
I want you to imagine that you have achieved your goal. Imagine you are that successful version of yourself now. What can you see, hear and feel – really associate yourself.

Now in your mind visualise the steps you took to get there, including the point where you are now, making that initial decision.

Go back to the future you and think about your feelings, imagine how confident you feel now that you have achieved your goal. Feel how motivated you are, how inspired you are to achieve more. Think about all the positive feelings you have now.

Take these feelings and put them into the first step (the image you created for the first step) and then the second, third until you find yourself at the image that represents the successful you.

You now feel even more successful and motivated, use these new feelings to start the process again.



Chalk Board

Explain to the Client

This is an exercise that will help you to relax, and then will help you release all your negative past and present emotions.

Client Exercise

First I want you to relax, imagine you are on a quite beach, you hear the soothing sounds of the waves, you can feel the grains of sand beneath your feet, you taste the salty sea air, and all of this just helps you to relax.

Now let your emotions come up .emotions from the past and emotions from the present. Give permission for all fo these emotions to rise to the surface.

Imagine in front of you a chalkboard, as the emotions rise up they are written on the board all of the emotions.

Rub out, erase the emotions you don't want, the emotions you want to let go off.

Replace these emotions with new positive emotions. Emotions you want top feel. Get a piece of chalk and write down in big bold letters how you want to feel.

Important for Who?

Explain to the Client

We all are automatic robots. We have learnt to work unconsciously, competing task automatically rather the consciously.

Client Exercise

Write a list of all the task you have to complete.

Now take each task and write who they are important to? And what they are important for?

Important To

Important For

Money, Money, Money

Explain to the Client

You have said that having a lack of money is stressful. Today we will look at where your money goes, and how important this is.

Client Exercise

Write a list of everything you spend your money on, from the smallest bill to the largest within one month (check how often they pay their bills quarterly, monthly etc)

Activity	Cost
electric	£80
food	£190
Car wash	£22

Are you surprised about how much you spend on anyone item (often clients are surprised how much they spend on coffee)

Is there anything on the list that you are happy not buy or to buy less off. Add these items up to give on overall savings.

Is there anything you can do different to save on cost (IE a two car family may sell one car)

The Big List

Explain to the Client

People with low self-esteem always concentrate on their negatives and are often unaware of their positives.

Client Exercise

I want you to write 50 good things about yourself. If you're seriously lacking in self-esteem this could take weeks, but persevere.

- You can write down your characteristics.
- You can include things about your looks.
- You can even write about the things you do. For example, you may buy a copy of The Big Issue on a day when you're short of money, or you may help an elderly woman in the supermarket when you're rushing to get your own shopping done.

When you have reached your 50 good things, keep the list somewhere you can see it all the time.

Next comes the harder part. Try to record one more new thing you like about yourself every day for the rest of your life.

Getting Criticism

Explain to the Client

One of the areas that people with low self-esteem have greatest difficulty with is criticism – giving as well as receiving it. Both can be extraordinarily difficult.

Some individuals are demolished by criticism, but it's something we can't avoid.

Criticism is often unfair – and when it is, we need to counter it by calmly putting our own case across. But some criticism is justified, and when we're sensible we can learn from it.

Client Exercise

Often when we're criticised, we're so hurt that we start excusing ourselves and rebutting what's being said without really listening to it.

This doesn't help us. So here are some hints and tips about dealing with criticism.

- **Listen to criticism without interrupting.**
- **If there are aspects to the criticism that are valid, begin by agreeing with those points.**
- **If parts are unclear, ask for clarification.**
- **If you realise you were wrong, say so and apologise.**
- **If criticism is wrong or unfair, smile and say: 'I'm afraid I don't agree with you'.**

It takes a lot of practice to feel and act this way.

How to Give Criticism

Explain to the Client

People with poor-self esteem find it just as hard to dish out criticism as they do to receive it. In fact, many such individuals avoid promotion because they can't face the prospect of being in authority and having to criticise others.

Client Exercise

So how can you learn to criticise when you have to?

- **Keep calm.**
- **Make your criticism at an appropriate time. Don't wait until you're so fed up that , you're furious. If you do, - you're bound to make a mess of it.**
- **Take some deep breaths, then try a technique called the 'criticism sandwich'. This means you say something nice, then insert the criticism, then end with another comment.**
- **Make sure you only criticise the behaviour, not the person.**
- **An example would be: 'Your work is usually great, but it's not quite right today. So, I'll have to ask you to re-do that report. However, I know it's really unlike you to get things wrong, so I'm sure that tomorrow will be better'.**

How to Say No

Explain to the Client

These tips are just as handy when it comes to standing up for yourself. They're useful when you want to say 'no' without feeling guilty.

Client Exercise

Just keep calm and use the word 'I'.

Say: 'I won't be coming to that party with you.' Or: 'I'm afraid I can't make it to tea on Saturday because I need to go shopping.' Or: 'I'm sorry, I can't work late tonight, but if you need me to, I can stay tomorrow.'

People with poor self-esteem are always getting talked into doing things they don't want to do. It must stop if you want to value yourself more.

Perceptual Positions

Explain to the Client

People at the same event have different feelings about it. This is because people look at the same event differently, from different perceptions.

Client Exercise

Think about a recent event that you feel could have gone better, an event that you wish you could have communicated differently or an event that left you feeling confused on how you can improve the situation.

1. Consider the event from your own perspective

Return to this event fully in your mind and run mental movie of this situation as it occurred on the day. Re-experience this situation as fully as possible, (becoming totally associated with the emotions you had at the time of the interview) from your own eyes. What can you see? Notice the other people you are talking to, hear what they said to you. See the expression on their face, notice their body language. Become aware of how you feel. Speak to the person (out loud or in your head) and use the same language as you originally did. Really relive this experience as you did at the time of the event. At the end of this episode, rewind this movie and pause the movie at the beginning of this conflict situation.

Break your State by shaking your arms and legs!

2. The Second Position

Now that your movie is 'paused' at the beginning, look over at the person talking to you. Notice how they are breathing, notice their posture, facial expressions, the way they move. Now consider what their tone of voice is like, do they speak fast or slow, loud or quiet? How do they walk, talk, sit, laugh and relax? What are some of the things you know about this persons; what are their likes and dislikes?

Now imagine floating out of your own body and into the body of the other person. Imagine you are inside their skin. Become aware of how this person experiences life. Take on their posture, gestures and their tone of voice.

Set aside your own beliefs and values and replay the event from their chair and viewpoint. Pay attention to the thoughts of this person, their self talk and to any insights that surface as you observe the you, in front of you.

Use this persons language to describe what you experience (refer to yourself as you) ask the you the same questions asked at the time, look at how they respond and how they communicate to you, what have you learnt from this viewpoint, what else can you learn from this experience of the event, how did (you) come across?

After the scene ends float back into your own body taking with you this new learning and insights.

Break state again by shaking or taking 3 deep breaths.

3. The Observer

Return to the event and from your own point of view, before you play out the event for a third time, float out of your body and move to a detached place, where you can observe both you and the other person. Once again re-play the situation as if you were watching and listening to a film or live show. Be curious about what unfolds before you and notice the learning you gain from this third perspective. Listen to the conversation and notice the body language of both people and how you both respond to each others communications.

After the scene ends, float back into your body bringing with you all the insights and learning from the three perceptual positions. Pay attention to the difference in your experience. Take all the time you need to fully return to yourself before opening your eyes.

Repeat this as many times as you feel is necessary and always end in the first position of you.

£10,000

Explain to the Client

People do things because of the immediate need, others do things because they plan for the future. Sometime people need to look at all their options and ask if it is worth having short term pain for long term pleasure or the other way round.

Client Exercise

If you had £10,000 what would you do with it? Would you invest it, spend it or give it away? Why did you make that choice? What do you get from doing this? What will happen long term? What would of happened long term if you choose a different route?

For this exercise I choose from getting the client to tell me or to draw the answers. For others I have had them write a story of a fictional person spending the £10,000

Can You follow Instructions?

Explain to the Client

I'm going to give you a sheet with 20 questions on it, you need to answer all the questions and complete all the activities on it no matter how silly they seem. You only have 3 minutes to complete these 20 questions, which is plenty of time

Client Exercise

Give out sheet and start the timer:

1. Read all that follows before doing anything.
2. Write your name in the upper right hand corner of this page.
3. Circle the word "corner" in sentence two.
4. Draw five small squares in the upper left hand corner of this page.
5. Put an "X" on each square.
6. Put a circle around each square.
7. Sign your name under line 5.
8. After your name, write "yes, yes, yes."
9. Put a circle around number 7.
10. Put an "X" in the lower left hand corner of this page.
11. Draw a triangle around the "X" you just made.
12. Call out your first name when you get to this point in the test.
13. If you think that you have followed directions carefully to this point, call out, "I have!"
14. On the reverse side of this paper add 6950 and 9805.
15. Put a circle around your answer.
16. Count out loud, in your normal speaking voice, from 10 to 1.
17. Put three small pin or pencil holes in the top of this page.
18. If you are the first person to get this far, yell out, "I am the first person to get to this spot and I am the leader in following directions."
19. Say out loud, "I am nearly finished. I have followed directions."
20. Now that you have finished reading carefully, do only those things called for in the sentences numbered 1 and 2. Did you read everything on this page before doing anything?

Most clients will not complete question 1 and 2 and will just plough their way through the 20 questions. This is a great way to show your client how important it is to follow instructions.

Draw a Picture

Explain to the Client's (this is a communication exercise I use when coaching couples)

Communication is key to any relationship, but unknown to most communication is hard to communicate because people filter what they hear and see through their own experiences and current state.

Sometimes to get the message across you need to break down what you are communicating so others fully understand where you are coming from.

Client Exercise

Ask one of the couple to draw a picture without showing the other person. They then have to describe the picture to the other person who has to make an exact copy - without being able to see it. All of the instructions have to be made verbally and there can be NO POINTING!

Set a time limit

Most people will find this very difficult. Then allow them a very quick glimpse of the

picture. They will then suddenly be able to draw it with ease.

Once this game has been played a couple of times, the couples will find it easier to draw the same picture. It is best to give the couple easy suggestions to draw such as a House.

Guess Who?

Explain to the Client

We all have things that others don't know about. There are things you don't know about my past, and I bet there are things I don't know about your past to?

Client Exercise

Ask the client to write down three things about them that you (the coach) don't know.

You do not have to do all of the answers - just pick one or two that will start an interesting conversation.

Some of the answers can be really revealing. One person turned out to have been a breakfast TV presenter earlier in his life.

Direct the conversation for the positive list items to their resources at the time, how did they achieve this? What did they believe about themselves at this time? What else was different?

Direct the conversation for the negative list items (try not to pick these as they are obvious) to how they overcome this issue? What change for them to choose to leave this thing behind? What did they learn from this experience?

Teacher

Explain to the Client

People can learn easier by teaching what they have just learnt themselves to others.

Client Exercise

Find someone who is willing to learn what you have been learning through your coaching sessions. Someone with an issue that isn't too big or upsetting.

Teach them the techniques that have best supported you. Feel free to print these techniques off and to use them as guides. After the session ask your client what has changed for the better? And in what has the session been useful.

Now ask yourself, what did you learn from this experience? How did teaching someone else help you? What insights did you uncover from this experience?

In The Child's Best Interest

Explain to the Client

Many parents say, especially when their child is first born, that they will do anything for their child, so they can have the best possible life. And some, but not all, do. They buy their child presents, take them on trips, feed and clothe them, etc.

But child learn by coping their parents, they take on their mannerisms, copy their speech and inherit their values. Which means if your not the best you, you can be, your child might not be the best they can be.

Client Exercise

First tick the boxes you want your child to succeed in

Achieving Their Goal	
Possessing Excellent Communication Skills	
Dealing With Life Difficulties with a Positive Attitude	
Being Friendly to Other People	
Having Positive Values	
Learning From Mistakes	
ADD YOUR OWN HERE	

Think about how you can be the perfect parent, what can you do to be the best possible you. Do you actively do the things you want your child to do? Remember our children learn from us, if they see us “dealing with life difficulties with a positive attitude” they are more likely to do the same.

Think about what actions you need to take, what changes you can implement to become the best possible you.

SMART Goals

Explain to the Client

People don't achieve their goals often because there not realistic and achievable.

Client Exercise

I want you to write some SMART goals, this technique will help you detail your goal checking how realistic the goal is for you.

Specific

Specific objectives are clear and well-defined. This helps both the performer and the manager, as the performer knows what is expected of them and the manager is able to monitor and assess actual performance against the specific objectives.

Specific objectives may well include a *scope* description, which includes details of what is *not* included.

Measurable

Progress towards objectives often need to be monitored whilst work is under way. It is also very useful to know when that work has been done and the objectives are completed. A measurable objective achieves this end.

Achievable

When giving objectives, the person may not be able to achieve it for various reasons, including a lack of skill, not having enough resources (computers, tools, etc.), not having access to key people and not having management support. Achievable objectives ensure that everything is in place and that if the person does not reach the goals they cannot reasonably point the finger elsewhere.

Realistic

Objectives should also add useful value within the context where they are being set, being aligned with strategies and higher goals.

Timed

Descriptions of objectives should also include timescales of what is required by when. This may also include details of delivery, stating (if relevant) where objectives are to be completed.

Giving a time scale adds appropriate sense of urgency and ensures that the objectives do not dribble out over an unreasonably long timescale.

The Stress scale

Explain to the Client

People will often generalise about stress “my life is stressful” what you need to be aware of is how the different aspects of your life are stressful or not.

Client Exercise

Recorded stressful situations and scale them on a scale between 1-10, with one representing no stress and ten representing stress at its worse

Situation _____ 1, 2, 3, 4, 5, 6, 7, 8, 9, 10

Situation _____ 1, 2, 3, 4, 5, 6, 7, 8, 9, 10

Situation _____ 1, 2, 3, 4, 5, 6, 7, 8, 9, 10

Situation _____ 1, 2, 3, 4, 5, 6, 7, 8, 9, 10

Situation _____ 1, 2, 3, 4, 5, 6, 7, 8, 9, 10

Recorded situations where you remain calm and scale them on a scale between 1-10, with one representing stress and 10 representing complete calm

Situation _____ 1, 2, 3, 4, 5, 6, 7, 8, 9, 10

Situation _____ 1, 2, 3, 4, 5, 6, 7, 8, 9, 10

Situation _____ 1, 2, 3, 4, 5, 6, 7, 8, 9, 10

Situation _____ 1, 2, 3, 4, 5, 6, 7, 8, 9, 10

Situation _____ 1, 2, 3, 4, 5, 6, 7, 8, 9, 10

You now have a clearer understanding of what helps you relax and what makes you stressed.

The Swish Technique

Explain to the Client

The Swish technique enables us to quickly dissolve the feelings attached to unwanted thoughts and to deal with un-useful responses (reprogramming the brain to work in a different way)

Client Exercise

In the Swish we *replace* the unwanted thought or response with a more useful and appropriate one because the swish gives new instructions to the brain.

1. Think of a behaviour or response you'd rather not have (this may be an unwanted habit)

2. Identify a Cue image for this situation that triggers the response.

What is it that you respond to? How you know when to have the unwanted response or reaction?

Ask yourself what occurs just before this negative or un-wanted state begins? –

Often this will be a large bright picture.

3. Now think how you would be if you didn't have this problem, if you were the kind of person who felt this was not an issue. Ask How do I want to be instead.
4. Imagine this new you, a resourceful and confident person. A new you who is free from the negative response, you don't have to know how you got that way, just enjoy this new positive feeling.
5. Enhance the detail and the quality (submodalities) of this until the image is quite compelling; make it brighter, louder, faster etc
6. Put a frame in front of you and put your original CUE image in it. In the corner of this frame place the resourceful image, shrink it so it ends up around the size of a postal stamp (it will now be small and dark)
7. Now you want to make both images change simultaneously, so the large cue images becomes small and dark, and the resourceful image becomes big and bright. Say Swish as you do this.
8. Repeat the swish around 10 times, between each swish make the frame go blank. Each time you swish, speed it up until you are swishing within a second.
9. Test to see if you can restore the Cue picture, if you find it either wont come back or the image is dark and dim, then the swish has worked. If not start again (**you may need to check which submodalities are prominent in your cue picture and ensure these are added to your resourceful you image**)

Bucket List





Explain to the Client

A bucket list is a list of activities you want to do, goals you want to achieve and places you want to visit before you kick the bucket.

Client Exercise

Write your bucket list now.

1. *To visit New York*
2. *Parachute jump*
3. *Record a song*
- 4.

-  **What is stopping you doing some of these things now?**
-  **What can you do to overcome that barrier?**
-  **Which activity will you do first?**
-  **What do you need to do to make it happen?**

Intelligent Robot

Explain to the Client



I want you to imagine you're a scientist who has received a million dollar grant to create an intelligent robot. The government who has funded this project want the robot to be lifelike.

Client Exercise

First you have to give the robot 5 positive personality traits, as the robot has to be liked by the public. What do you think are the 5 most important traits a person requires?

As the robot is intelligent, the robot has to learn these traits as we humans have to. What activities would you get the robot to do to improve their personality traits?

- ❖ Would the robots traits improve if they undertook your suggestions?
- ❖ How?
- ❖ What would you say to the robot when, as we all do, it makes a mistake?
- ❖ What would be the outcome for the robot, when the robot gains these key traits?

To Much To Do About Nothing

Explain to the Client

Stress often comes when we overwhelm ourselves, if we can handle our tasks and goals we can accomplish them in a positive state of mind.

Client Exercise

Write a list of all your goals, tasks and daily duties.

Rate each one between 1-5 (5 representing importance)

What would happen if you stopped doing all the tasks that were rated 1 and 2?

Would you have more time to achieve your more important goals?

Would you feel less stressed and be able to manage your time better?

Sometimes we overwhelm ourselves, and goals can in some instances stress us out rather than making us happy. Every so often you need to assess yourself and let go of the stuff we no longer need.

The Job Interview

Explain to the Client

The job interview is great. It's one of the few times when we get to talk about yourself for 45 minutes. Not only that, you are only allowed to talk about the positives in our lives, our strengths, key skills and achievements.

Client Exercise

Imagine you're at an interview, I will ask you several questions and you have to answer them positively – selling yourself to me.

1. **Tell me a little about yourself**
2. **What is your key strength**
3. **What is your biggest achievement to date**
4. **What do you want to achieve out of life**
5. **How do you overcome set backs?**
6. **When was the last time you surprised yourself?**
7. **What can you offer in terms of skills and personaonlity to our team?**
8. **Why should we employ you?**

Job Description

Explain to the Client

People are surround people who don't have a positive aspect on their life. If you were supported by positive people you respected and aspired to be like would this benefit your life?

Client Exercise

Write a job description for your ideal friend/support network. Record everything you ideally want in a friend, record personality traits, values, dress sense, hobbies, place they visit everything and anything you desire in a friend.

Next think about where this person would be – how will you advertise this job? Do they hand out in the gym, a certain job sector, do they go hiking, to the library?

Now you know what you want to see in a person and where they hang out, think about the type of person they would like to be friends with? A confident person, a well dress person, an active/intelligent person?

Is this you or the person you want to be?

Transferable Skills

Explain to the Client

We tend to act differently in the different environments of our life. In work you may be more organised then you are at home. You may be more creative when you have your parent hat on compared to when you wear your business hat.

Client Exercise

Think about a task you want to complete, maybe a task that you are procrastinating on.

Think about the different environments of your life, which 'hat' would best help you? As an example if your work hat best suits you, imagine that this task is now a work task. If a creative hat (maybe from being a parent) would best support you, imagine this is a parent task.

Complete the task wearing this hat using the resources you have available

10,000 Hours

Explain to the Client

They say it takes 10,000 hours to master any skill. This is the reason the Beatles were so successful, while in Germany before they became famous The Beatles had to play every night for 8 hours a night for several years. All these hours helped The Beatles master their skill.

Client Exercise

Think about your goal (being more confident/learning a skill) and work out how many hours you have put into achieving it.

Next think about how you can increase these hours, what can you do to be more X?

Plan how you can achieve this? Do you need support from anyone else? What resources do you need? What has stopped you from doing this? If any problems come up what can you do to overcome this?

Finding Patterns

Explain to the Client

So, others have told you that you need help. They said that you do X too much. "Too much" is a general term, too much for one person might be too little for another. It's not about if X is too much or too little is about knowing the pattern when you do X.

Client Exercise

Write down all the habits that you feel have a slight negative slant to them (smoking, drinking, drugs, swearing, etc) and record how many times you do these a day

Habbit	Mon	Tue	Wed	Thurs	Fri	Sat	Sun
Smoking	Y	Y	Y	Y	Y	Y	Y
Drinking				Y	Y	Y	
Swearing	Y			Y			

When do you X in the morning, afternoon, evening?

Is there a trigger for this, such as stress or is this just a routine?

Did you realise you did X as much as you do?

Do you want to do X more, or less?

Are You Unconsciously Competent?

Explain to the Client

I want you to understand the learning process people go through before becoming an expert, because once you know the stages of a process you will feel more motivated to carry on working towards your goal even when things don't go to plan.

Client Exercise

Start by explaining the 4 stages of the learning process (below)

Unconscious Incompetence

Conscious Incompetence

When you're not aware you can't do When you know you don't know how to do

something (you don't know you don't know) something

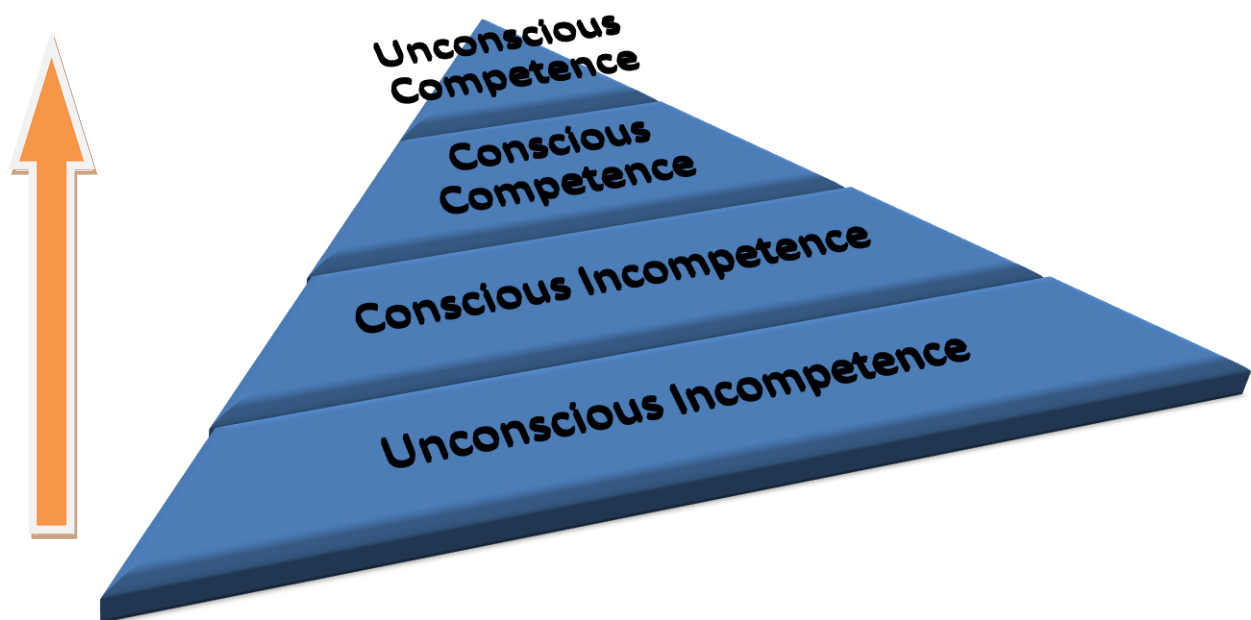
Conscious Competence

When you know you are doing something correctly (but you need to think about it)

Unconscious Competence

When your skill is automatic "second nature" and you do it without thinking

When we find out that we don't know something important, most people are motivated to learn it, while others will shy away as they don't want to come across foolish. One of the first lessons we all need to learn is it is OK to make mistakes, as this is how we learn



The learning sequence starts at the bottom of the triangle at *unconscious incompetence* and moves through each level until you are *unconsciously competent* at the skill you are learning, which means no one can be naturally unconsciously competent at any skill, we all have to learn while making mistakes to get to the top of the triangle.

Unconscious Incompetence

To learn new skills we need to first learn what we don't already know "**Unconscious Incompetence**" write a list of skills you don't know or have

Example

Your Unconscious Incompetence

- Juggling
- Sewing
- Spelling 8 letter words
- Speaking German
- Making a Latte

Conscious Incompetence

Now you have written this list, you have quickly moved one step up the competence ladder to **Conscious Incompetence**; you are now aware of things you can't do. This happens all the time, you may be in a job role, when a manager ask you to put your findings into a graph form, if you have never been asked to do this task before, you don't know you can't do it.

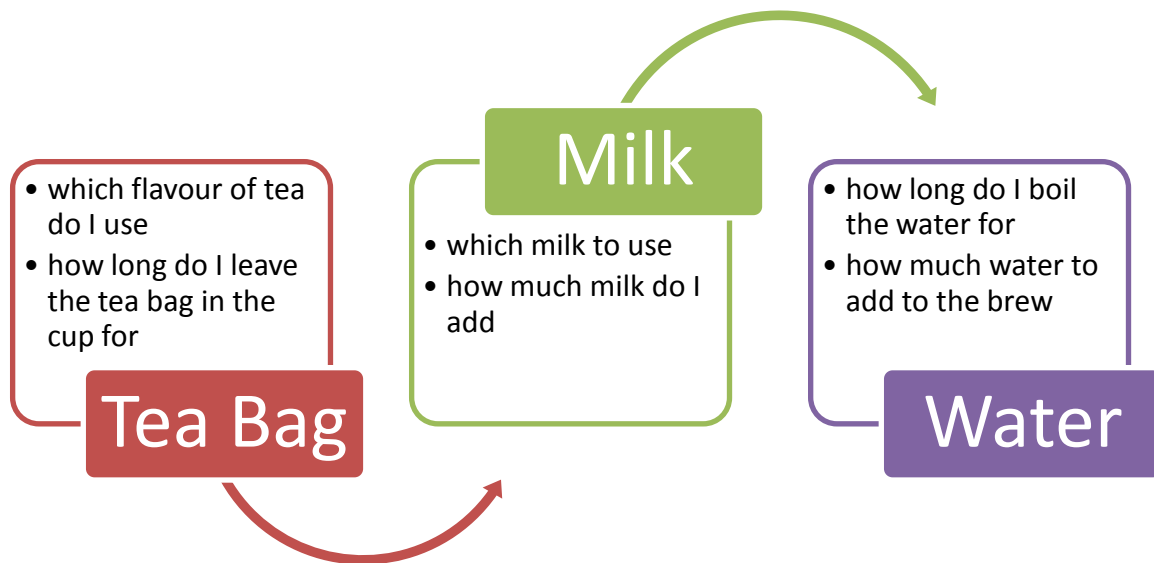
So, what would you do next...Panic? Why? Because you don't want to look silly or like a failure. People will often visualise themselves failing at the task, with everyone laughing or using our scenario above, you may visualise your manger telling you off (short term pain)

To move from Conscious Incompetence, you need to 'chunk down' break the task down into little steps. First I want you to pick one of your Conscious Incompetence task

Conscious Incompetence Task _____

- Your homework this week is to learn this new skill – become **Unconsciously Competent**

Write down your task or skill, and ask yourself what do I need to learn, to become **Consciously Competent**; for this example I will use the task **"Making a cup of tea"**



Record what you need to learn to become, first consciously competent at your task

For someone with no idea of how to make a cup of tea, they might need to learn about other elements of the task - the drink container; Cup and/or Tea Pot

Once you have a list of questions, you need to plan how you can answer each question:

Milk

- ✓ **Test different milks; skimmed, semi-skimmed, etc**
- ✓ **Try different animal milk**
- ✓ **Ask other people how much milk they use per cup of water**
- ✓ **Test different amounts of milk against water**
- ✓ **Observe others while they make a cup of tea**
- ✓ **Download instruction for making a cup of tea from the internet**

Task:

- ✓
- ✓
- ✓
- ✓
- ✓
- ✓

As you can see from our example list there are always many ways in which you can learn any task, to become competent at any task you first need to be committed and secondly you need know you will get it wrong, you will make mistakes which is good as we learn from our mistakes. You need to decide – are you going to give up or see the task out to the end?

Commitment

Make a commitment, plan out a weekly plan, what do you need to practice or learn to become competent?

Task	Mon	Tue	Wed	Thurs	Fri	Sat	Sun
Practice making a cup of tea	Morning		afternoon		morning		
Test different milk		morning		morning		morning	
Let others try the tea/feedback							morning

Task	Mon	Tue	Wed	Thurs	Fri	Sat	Sun

Next decide when you are going to start this plan – **commit to a date** _____

Mistakes

When trying to learn any new task, you will always make mistakes; every mistake is an opportunity to learn, don't you agree?

Mistake	Learning Curve
Rat milk	Does not taste nice with any tea flavours – try a new species of animal, I have heard cow is good

Mistake	Learning Curve

The more you learn the more consciously competent you will become at any task from making a cup of tea to mastering a foreign language, for some task this will take time for others you will be surprised at how quickly you can learn new task.

Conscious Competency

The errors you will make and the time you put in (your commitment) will pay off when you become consciously competent, for this stage all you have to do is **practice, practice and practice** as this will lead to unconscious competency. It's like when you learnt to drive, you first had to think about every task, after a while you drive without even thinking about it.

Unconscious Competency

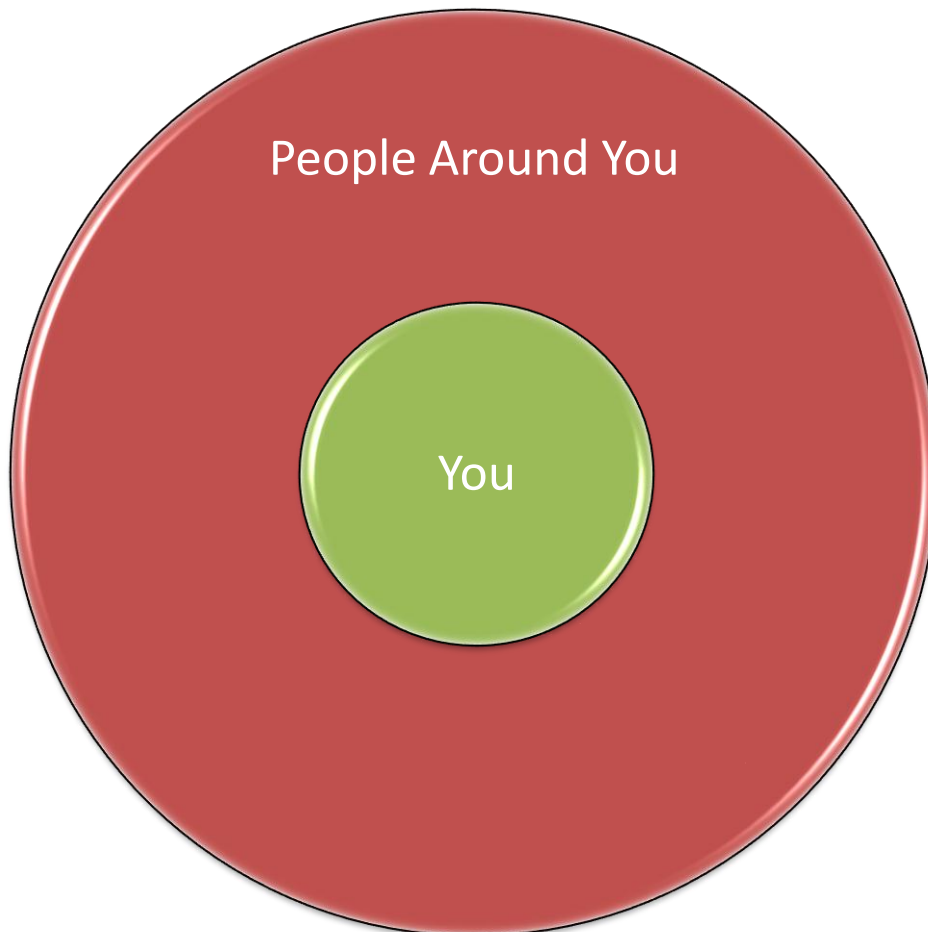
What have you learnt in the past, that took you from unconscious incompetency to unconscious competency and what did you do to become unconsciously competent?

Task	What you had to do

You can use this process for all your task and goals, first though remember the task you recorded above and follow this strategy to become unconsciously competent at your task as you will agree it is always nice to learn something new – I would recommend picking a fun task –juggling is a good one!!!!

- The more new activities and task you try, to more willing your unconscious mind will be to trying new things
- Learning random activities is a great way to self improve and to distress
- COMMIT to picking a random task such as juggling or a magic trick and become unconsciously competent in that task as this will prove you can learn new skills and task.
- Commit to learning something new each month as this will open a new way of living your life in an unlimited way

Donut Exercise



Explain to the Client

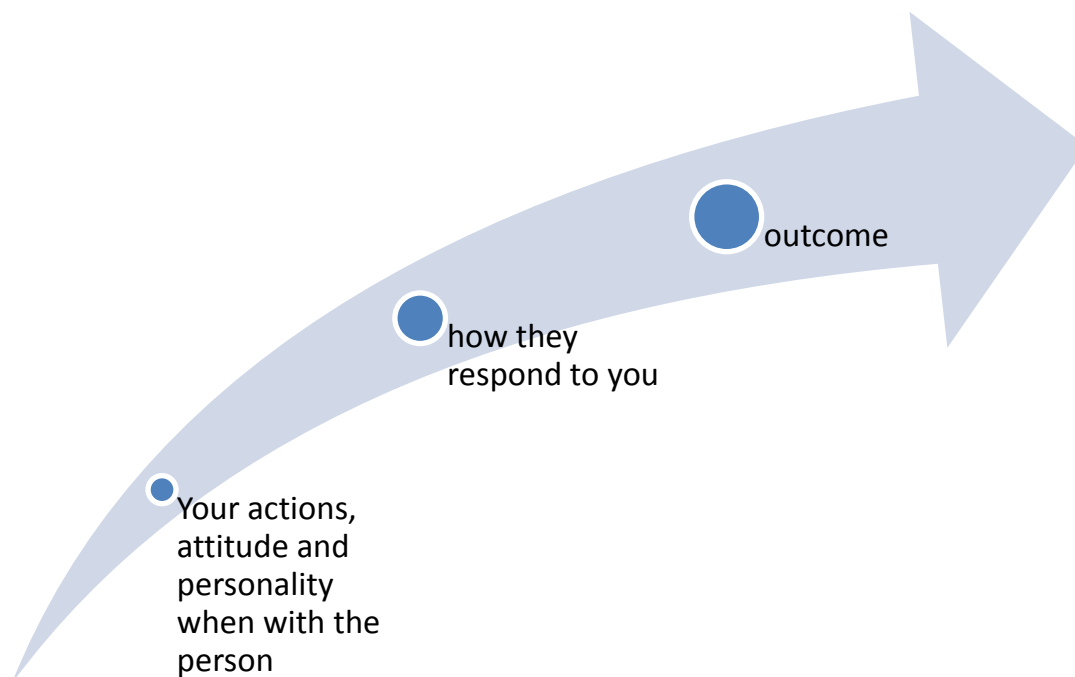
This next exercise will help you see how your interactions with others affects how you respond to people.

Client Exercise

Print of the Donut picture, in the middle draw a stick figure of yourself; this does not have to be a good drawing just a figure that represents you. On the outside draw figures of all the people in your life that you feel are important to you; **family, boss, friends, colleagues, etc.**

Look at the first person on your donut and think about the time you spend together and **how your actions, attitude and personality affect them**: how do they respond to your and your attitude and personality?

To get a real idea of how the person reacts to you, think of a recent time you spent together. Really visualise this past event, imagine you could step into the other persons shoes take on their posture and view the event from their eyes – see what they can see, hear what they can hear and feel what they felt. As you see yourself acting and listening to this old you talking, how do you feel as the recipient, what are you saying to yourself – how does this make you (you as the other person) feel?

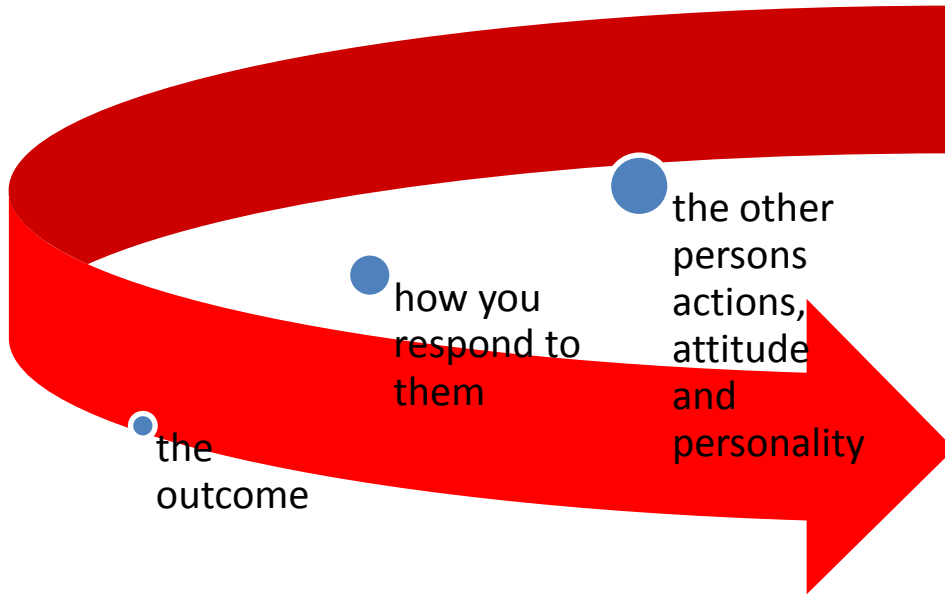


Person	Your actions/personality	How they respond to you	The outcome
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Example: Vicky (Sister)	I moan a lot to get things of my chest – she's only my sister	She seems to get a bit depressed when I go round	We seem to be drifting apart

Do this with all the people on your donut.

- Re-look at your do-nut do you find that you act the same or differently with different people?
- How many people respond well to you? How many people respond badly to you?
- What state are you in when you are with the different people?
- Think about the people who respond badly to your actions or when on average you have a bad outcome on a regular basis when you're around a certain person. What can you do differently to gain a more positive outcome?
- If the outcome cannot change what would happen if you just didn't see that person again?
- How often do you see the people you have a good relationship with? Can see them more?
- What other things ensure the relationship is positive; environment, similar interest, etc? Can you use these other things with other people?
- Out of all the people who are important in your life which person do you value above all others? Why?



Look at each person again and this time, think about how their attitude, actions and personality affect you:

Person	Their actions/personality	How you respond to them	The outcome
Example: Frank - Manager	Very encouraging even when I make mistakes	I look forward to going to work and I will try new things even though I might get them wrong	I push my boundaries and try new activities which teaches me new skills – I feel good about myself

- Do you respond differently to the different people on your donut?
- Who puts you in a good mood/state every time you see them?
- What do they do to make you happy?
- Who puts you in a negative place?
- What do they do to take you there?

- How does your response to them affect the outcome?
- What can you do differently to get a better response?
- What is the difference between the people you like and don't like?

The Line Up



Explain to the Client

We all have different perspectives, we see things differently. You see yourself as large and overweight, and you have told me that your friends say that you're not a "large person"

Client Exercise

I have 5 people stood in the other room, all different sizes. I want you to stand between the two of the people you think your size fits in.

Often people will guess this wrong. Move the person to the actual place she fits in

On The Table

Explain to the Client

We don't really realise what we put into our system. These days with fast food we put lot off bad fuel into our system killing our engine.

Client Exercise

Write a food diary for 3 weeks. Be really honest with this and write down all the snakes and drinks as well as the main meals you take. With big meals record all the food on the plate and the quantities.

You the coach now have to work out from the diary what the person average intake of food is. Collate of this food and place it on a table – a week's worth of food. This visual stimulus will give the client a different perspective

Show the client the amount of food they intake, highlighting the amount of unhealthy food they eat.

The Routine Killer

Explain to the Client

Humans naturally fall into routines, some good and some not so good. Think about your morning routine; do get out the bed the same side each day? Do you unconsciously

prioritise your task? What do you do first brush your teeth or wash your face? Many will find they have lots of routines without even knowing it.

How to get to work? Do you go the same way every day? Yes even though there is probably several different ways you can go.

Routine allows us to do task without having to think about them, we call this muscle memory allowing our brain to concentrate on other things, but routine can make us stale and boring.

Client Exercise

Think of three routine task you complete each day, as an example getting to work, the direction you walk around the supermarket or your routine once you arrive home from work.

Now, plan a different way to do it. Plan a different routine, a different way of doing things so you have to consciously think about it.

On the day of this new routine, think about what is different not just the routine but the things you saw, heard and felt.

Dead Good

Explain to the Client

It's funny how so many people wait until bad news before they make any really changes. I had a friend who had, well a pretty boring life. He worked in a job he hated, had a bad relationship with his wife and did little apart from drink and watch TV. A couple of years ago, my friend the lazy larger lout as we use to call him, got ill and nearly died.

After several months of hospital treatments and medication, he recovered and vowed to change his life, living the best possible life he could with this new lease of life.

Client Exercise

Imagine you found out you only had 3 days left until you died, and some clever doctor told you this so it has to be true (limiting beliefs) write a list of everything you would do in the next three days

Ask:

- **What would you do first?**
- **Why did you pick X activity?**
- **How would it feel to do X?**
- **How would you plan/start this?**
- **What is stopping you doing these things now?**

Scaling

Explain to the Client

The following set of questions are simple which means they are highly effective. By looking at your life on a scale you have the advantage of visualising yourself from a different perspective, allowing you to find the solutions to your problems and barriers.

The scaling questions can be used on your life as a whole or by splitting your life into smaller sections.

While answering the scaling questions, record your answers on the scaling sheet and review these once you have completed this exercise.

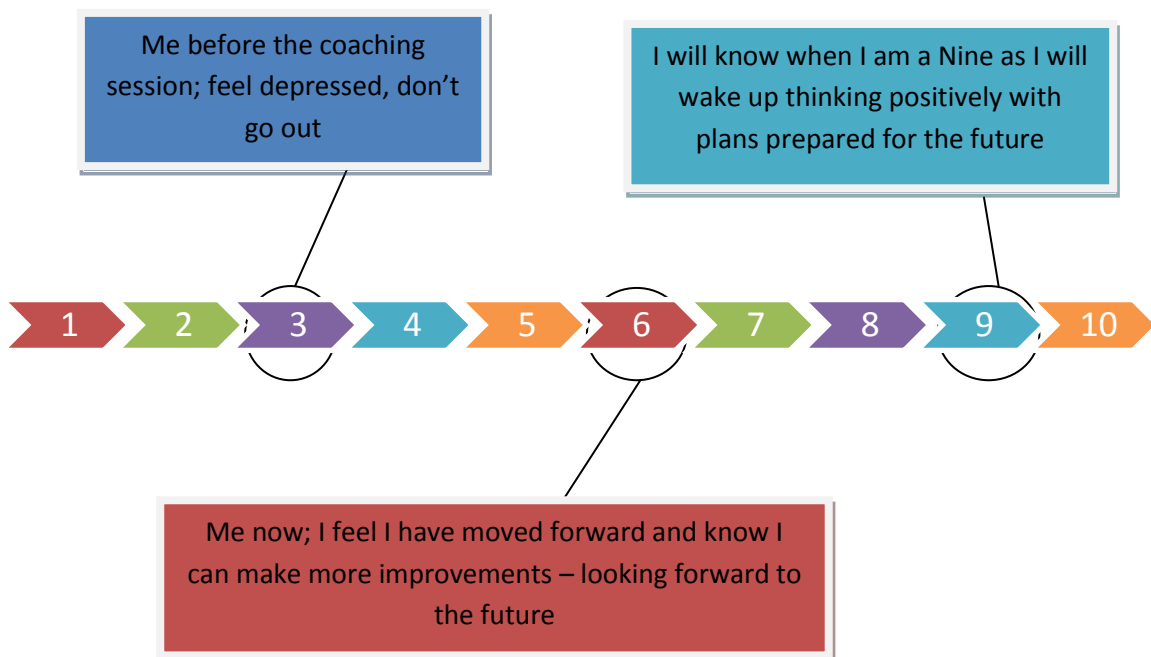
Client Exercise



On a scale of 1-10, think about the whole of your life; your family, friends, career, hobbies and interest – everything that makes up your life, with ten representing you at your best and one representing you at your worst, **where on the scale are you today?** Draw a circle around the number that represents you.

- ✚ **What is happening now for you to be that number?**
- ✚ **Are you happy to stay at the number you are on today? Why?**
- ✚ **Where would you realistically like to be in the next few days or weeks?**
- ✚ **Have you ever been lower down the scale?** (draw a circle around the number that represented you) **How did you stop yourself going future down the scale?**
- ✚ **Where were you on the scale several days ago?** (draw a circle around the number that represented you) **Where were you on the scale before you started your coaching course?** (draw a circle around the number that represented you)
- ✚ **Have you ever been higher up the scale?** (draw a circle around the number that represented you) **What were you doing differently when you were higher up the scale?**

- ✚ What number higher up the scale would you like to be on? (draw a circle around the number that represented you)
- ✚ How will you know when you have reached a higher number – what will be happening?
- ✚ What would it feel like if you were always a high number on the scale?
- ✚ What do you need to do, to move one more number higher up the scale?
- ✚ What can stop you from sliding further down the scale?
- ✚ What lessons have you learnt, that will be useful now from being further up or lower down the scale?
- ✚ What else can help you move up the scale?



What's Your Mission

Explain to the Client

A mission statement is a short paragraph stating a clear summary of all you want to do and achieve in life both long and short term. Many companies use mission statements for their employees, to give employees (especially when the employer has several working venues) a company purpose and to make a commitment – it wasn't long ago when Subway use to hand out napkins stating how they would have 10,000 stores by 2001 – they now have more outlets than McDonalds

Client Exercise

Write down on paper, your mission statement and keep it where you can look at it every day, will work as a motivation tool.

- ✚ **What do you value?**
- ✚ **How do you want to live your life?**
- ✚ **Why do you value these thing and why do you want to live your life this way?**
- ✚ **What are your short and long term goals?**

Remember a mission statement is a summary of what matters to you, what you value; it has to be realistic and achievable.

Example:

Every week I will make time for myself and spend at least one day doing selfish and relaxing activities. I value my career and my goal is to gain a promotion within 2 years I will do this by asking to take on new projects outside my comfort zone as previously I was too scared to ask for new responsibilities. I am now a confident person and each day I will remind myself of the unique skills I possess.

Your Mission Statement – or print of the mission statement PDF:

Cut out your mission statement and read it every day (ideally in front of a mirror), you will see the difference it makes within a couple of weeks.

Success; where do you find it?

Explain to the Client

You always hear about those lucky few whose dreams come true; having a great life, being confident in any situation, having a successful business or becoming a millionaire. “If only I had their life” “if only I was as lucky as they have been” “why does it always happen to someone else?”

Most successful people have had to make mistakes, get things wrong and face their lowest ebb before they break through to success. If you think you only have one chance and you get it wrong, you will extinguish the flame of your dream. Successful people don't see mistakes as a failure, but as part of the learning process.

Client Exercise Part 1

Use the following and research your own success stories, the idea here is to show that successful people start from somewhere, they often made mistakes and looked at new ways to achieve their goals (*I will often just tell the clients stories using famous people who have a relative story to the client*)

3 Case Studies for Business Success:



Henry J. Heinz

- Started working when he was 9 years old and became the founder of the famous brand “Heinz”.
- From an early age, Henry helped his mother sell vegetables from their back garden and generated new custom by knocking on neighbour’s doors to offer a selection of vegetables from his wheelbarrow.
- In the 1860s Heinz founded the Heinz Noble & Company with L.C. Noble, selling – horseradish. After a few years the company faced ruin and Heinz declared himself bankrupt.
- By learning from his mistakes Henry along with his family was able to take the company in a different direction, established under the new name of H&J Heinz in 1869.
By continuing to strive for success and being innovative in his approach Heinz was able to create Tomato Ketchup, 12 million bottles of which are sold throughout the world each year.
- This was the base of the worldwide company which today turns over more than \$10 billion per year and employs over 30,000 people.

Walt Disney



- One of the most famous names worldwide – Disney was multi talented as a film producer, director, screenwriter, voice actor, animator, entrepreneur, entertainer, international icon.
- How did it all start? After WW1 Disney set up a Company with cartoonist friend Ubbe Iwwerks which collapsed as quickly as it had begun.
- Following this in 1922 Disney gave it another shot and formed ‘Laugh-O-Gram Films’ which was also declared bankrupt before Disney had a chance to finish the company’s production of “Alice in Wonderland”.

- Undeterred Disney made his way to Hollywood to find success as a film director however this also failed to work out for Disney.
- Finally Disney decided to seek support from those closer to home as he asked his brother to finance the costs of setting up a studio, this became the Disney Brothers Cartoon Studio, the company was reincorporated as Walt Disney Productions in 1929.
- The studio grew and Disney hired more staff with the success of the production of Oswald the Lucky Rabbit's. Disney then continued to enjoy this success as he created Steamboat Willy and the character Mickey Mouse. Disney was finally able to realise his dream as he started to make full length animated films.
- This became the basis of the Disney Corporation which today runs many other operations besides film making, including 11 Theme Parks around the world.



Tom Cruise

- Tom grew up in a poor family, the family constantly travelled as Tom's dad chased employment across the USA. Tom has dyslexia and due to travelling with his family never spent much time in school.
- When attending school Tom would be placed in remedial classes and was not an academic success.
- Tom found that he was good at athletics and started to compete in many sports, but a knee injury quickly put an end to any dreams of becoming a professional athlete.
- Having been raised in a religious family, Tom considered priesthood. After a year in a Franciscan Monastery Tom decided the priesthood was not for him. He quit to continue his search for what was right for him.
- Tom's mother encouraged and supported Tom to pursue a career in acting. With Tom's passion and drive a successful acting career eventually followed. Today, from such difficult beginnings, he has reached worldwide recognition and notoriety for his acting abilities and achievements.

Mistakes – The Best Way To Learn?

Explain to the Client

Scientists learn from making the mistakes. The more mistakes they make the more likely they are to achieve their goal.

Client Exercise

I want you to think of 5 events in your life, when you made a mistake and learnt from it. Thomas Edison (the inventor of the light bulb) famously said ***"I have not failed 1,000 times. I have successfully discovered 1,000 ways to NOT make a light bulb"***

You can use childhood memories if you like, but we all know that is an easy way out. Think of something more recent.

Mistake	What I learnt From it
•	•
•	•
•	•
•	•
•	•

We need encouragement to learn, when a baby says their first word, we don't say "no that's not right, you need to pronounce your TH's" we give praise and encouragement and say "well done"

For some reason, as we turn into young children and teenagers, many parents, adults and professionals stop giving us encouragement when you are trying to learn something new and start pointing out our mistakes or telling you that you won't be able to do "X"! I think this is a great shame and one of the main reasons why people feel limited.

5 Steps to Success

Explain to the Client

Successful people throughout history have all been planners. Sometimes you have to make immediate choices, but even these situations can be planned for

Client Exercise

Ask this question; imagine as you go to be bed you wake up in the morning and no matter what you try you can't make a mistake, everything you do works out better than you would expect! Now this miracle has happened, what will be the first 5 things you will do?

- 1.
- 2.
- 3.
- 4.
- 5.

Great, didn't that feel good? If you have recorded "big" activities with the common one being "I would be a millionaire" break this down into chunks, what would you do to become a millionaire? What steps would you take knowing you can't make a mistake?

Activity

Steps

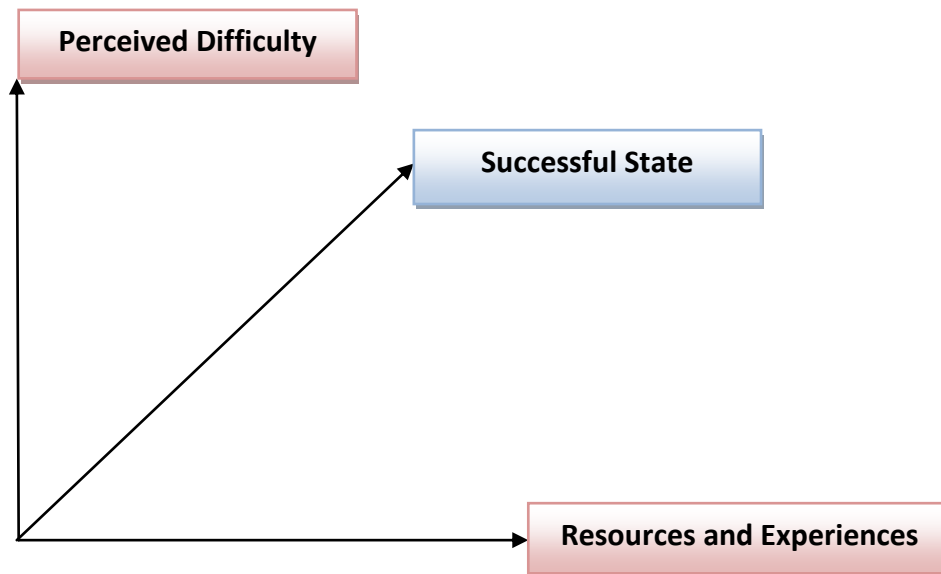
- 1.
- 2.
- 3.
- 4.
- 5.
- 6.
- 7.

Perceived Difficulty

Explain to the Client

We will all come across challenging events, which means you can learn how to cope with them. Once you know how cope with challenging events, will give you the power to move forward with your life helping you overcome any new challenging events using all your emotions; confidence and nerves – you need both of these.

Client Exercise



Perceived Difficulty; when thinking about your future event, if you perceive the event to be to difficulty and you imagine yourself failing due the perceived difficulty you will quickly become stressed and anxious, in this state you are probably already packing your bag's getting ready to "flight"

Resources and Experiences; on the opposite side, you may have completed your activity so many times and have all the resources you need, this can lead to you becoming stale, bored and careless, this state can lead depression.

Successful State; we all need a mix of perceived difficulty to keep you on your toes and resources and experiences, to back us up. Returning to my own experiences, the nervous I feel before stepping out in front of a big audience helps me to stay motivated to deliver sessions without the nervous I would become quickly bored. If the nervousness rises out of my comfort zone, I can use my previous experiences to remind me that I get great feedback from my course delegates and use exercises that have worked to get my point across. I also know I have resources prepared that I can use when needed. Both being nervous and prepared helps me stay in the Successful State.

Next I want you to pick a task, project or mission that you want to do but feel too nervous or scared to start:

Task:

Example: asking x out on a date

You first need to appreciate why the task, project and mission makes you scared or nervous

What Makes Me Nervous	Why Does It Make Me Nervous	What is good About Being Feeling Nervous
<i>Example: the thought of being turned down</i>	<i>Example: I don't want to look foolish</i>	<i>Example: I feel excited about asking x out</i>

Next you need to think about your resources – this includes your experiences

What Resources Do You Have	How Can You Use Your Resources	What is Good About Knowing You Have Resources Available
<i>Example: I have previously asked X out, my friend x is good at asking people out</i>	<i>Example: I can ask my friend what he says, wears, acts when he ask people out</i>	<i>Example: I feel more confident and prepared</i>

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Now, I'm not saying that because you have resources that you will be able to get a date every time you ask someone out, or whatever your task was and that's good because we need to appreciate the benefits of feeling a little nervous and I would add allowing your nervousness to stop you trying something is the real crime.

What Action Do You Know You Should Now Take?

What Pleasure Will You Take From This Action?

What Will Happen If You Don't Follow Through With This Action (Pain)?

Your Personality; faults and gains

Explain to the Client

Have you noticed that some people are quite while others are loud? When in conversation describing an event, some people give you all the small details and facts, while someone else having the same conversation will only give you an overview of the same event.

How people act, learn and present themselves comes down to your **Personality Type** by understanding your own and other peoples personalities can help you realise how you process information, why you become frustrated with certain individuals and why you get on so well with others.

Today you will learn more about yourself, your personality type by answering **4 simple questions**.

Client Exercise

Each question covers a different part of your personality, as you read the questions you will quickly realise that you have/use both personality style answers-for each question you need to pick your preference. Try writing your name down with your Right hand and then try it again using your Left, only one will feel natural. When answering the questions think what your preference is, what is natural to you, what do you do the most.

Where we get our Energy From

Which are you more like?

Are you more **Extrovert (E)**

Or are you **Introvert (I)**

You think out loud

Think before you speak

A good talker

Prefer quite

Like to give your opinions

Keep your thoughts private

Often seen as excitable

Enjoy your own time

Need to fill in gaps and pauses

A good listener

PICK EITHER E or I

How we take in Information

Which are you more like?

Are you a **Sensing Individual (S)**

Or **Intuitive (N)**

Do you look for Facts

Do you look for possibilities

Are you Practical and Sensible

Do you spot patterns

Keep things realistic and real

Do you go with your hunches

Use what you know and have learnt

Enjoy learning new things

Use straight forward language

Lose track of time easily

PICK EITHER S or N

How We Make Decisions

Which are you more like?

Are you a **Feeler (F)**

Or **Thinker (T)**

Are you in touch with your feelings

Do you follow your head

Do you enjoy giving praise

Like a lively debate

Are you driven by emotion

Like to hear both sides to a story/argument

Like to be of service to others

Like rules, regulations and principles

Find it hard to say No

Can make tough discussions without becoming emotional

PICK EITHER F or T

Your Attitude to Life

Which are you more like?

Are you a **Judging Individual (J)**

Or a **Perceiving Individual (P)**

Like to plan and organise things

Like to see how things turn out

Enjoy finishing tasks

Go with the flow/like to explore

Like to feel in control and on top of things

Like to start task /rather not use list

Like neatness and tidiness

Don't mind untidiness

Like structured lives

Keep your opinions open

PICK EITHER J or P

Record your 4 Personality Type letters

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Now you have your 4 letters – go to <http://www.employmentking.co.uk/Personal-profile.html>

and receive a full breakdown of your **Personality Type Profile** in the pack you will receive information relating to:

- ✚ **Your key words**
- ✚ **A summary of your personality type**
- ✚ **Preferred job positions**
- ✚ **How others view you**
- ✚ **Your strengths**
- ✚ **Where you get your energy from**
- ✚ **How you remember information**
- ✚ **How you decide or come to conclusion**
- ✚ **Where you work best**
- ✚ **How you contribute in a team**
- ✚ **How you can grow**
- ✚ **Stress**
- ✚ **How to deal with arguments**
- ✚ **How you learn**

By understating your own personality you can understand what makes you stressed, how you respond to others, where you gain your energy from and how you take in information; for many this self-awareness can be there key to success.

Memory Palace

Explain to the Client

The Memory Palace is one of the most powerful memory techniques available. It is easy to learn and fun! The Memory Palace technique is based on the fact that we remember the details of the places we know; our home, palace of work or local street, etc. You can use the memory palace to remember a wide range of subjects.

Client Exercise

1. Choose Your Palace – a place you know well this could be a building or street

Pick a palace you know well, you have to be very familiar with this place as you need to be able to walk around your palace in your minds eye, feeling associated, seeing it from your eyes as if you were there now.

Start from the beginning of your palace and walk around it taking a specific route, recalling everything you can see; a painting on the wall, a chair, etc.

2. List All The Distinctive Features

Start again, noticing all the details of your palace; what is the first thing you can see (a door as an example – what color is the door, where is the letter box? Etc) what can you see next? As you walk into new rooms, it is good to follow a pattern, as an example looking through your room from left to right.

What do you notice first as you enter each room, what stands out? Make a mental note of everything you see.

- It is good to physically walk through your real palace to take in all the detail of each room.
- Once you have finished, go over it one more time as you need to have the palace clearly in your mind

3. Associate

Using a “memory peg” (a feature from your memory palace; example door, picture etc) and combine it with the element you want to memorize; make this as crazy and unusual as possible use all of VAKOG for each item you want to remember.

As an example, if you wanted to remember a list of tasks/chores to complete, using 'your house' as your palace; you may look at your front door as see a giant bra stapled to the door blowing in the wind, as the wind blows the bra, it slaps you in the face and you can feel and hear the wet slap as the bra needs to be dried out (hang the washing out) as you walk into your house you feel something pushing against the door, as you walk in you are met by a giddy wheelie bin panting and jumping up and down like a puppy wanting to go out for a wee (take the bin out), etc.

4. Visit Your Palace

Repeat the journey a couple of times (especially if you're new to this technique), starting from the same point each time, paying attention to your memory pegs. Once you have finished, re-walk the route starting from the end (your last memory peg) and walking all the way through your palace until you end at the beginning.

Metaphors Have Feelings

Explain to the Client

We all constantly use metaphors to describe how we are feeling, often without realising we are doing it. You have probably heard people say:

- “I’ve had it up to here”
- “Something is holding me back”
- “I just get gave over this obstacle”

Client Exercise

I want you to think about how you feel about your goal/emotions/barrier and describe it as a metaphor.

Collate details about the metaphor; often unconsciously this discussion starts to change the client's perception of their situation with many clients finding their own solution. It doesn't matter if you the coach understand the metaphor or not as long as the client does either consciously or unconsciously.

Example:

Client "I feel that I have a barrier in my way"

Coach "what sort of barrier in your way?"

Client "It's a big wall"

Coach "what type of it's a big wall is it?"

Client "a brick wall, it's massive"

Coach "can you see over it?"

Client "no"

Coach "can you walk around it?"

Client "oh yes I can, I can just bypass it"

When asking question use 'clean language' which means the clients own words "what type of it's a big wall is it?" it may not be grammatically correct but at this stage the client has gone inside themselves, visualising allowing the their words to seep in – they make sense of what they have said.

Fast Phobia Cure

Explain to the Client

The fast phobia cure allows a client to process an unpleasant memory or a phobic response so that they change the order of the experience in their brain in such a way that it is eliminated and no more fear exists.

Client Exercise

1. Identify your reoccurring phobic response or a traumatic or unpleasant memory that you wish to overcome.
2. Remember that you were safe before and are safe after the unpleasant experience.
3. Imagine yourself sitting in an empty cinema auditorium, sitting comfortably watching yourself on a small, black-and-white screen.
4. Now imagine floating out of the you that is sitting in the cinema seat and into the projection booth.
5. You can now see yourself in the projection booth, watching yourself in the seat, watching the film of you on the screen.
6. Run the film in black and white, on the very small compact screen, starting before you experience the memory you wish to overcome and running it through until after the experience when you were safe again.
7. Now freeze the film or turn the screen completely white.
8. Float out of the projection booth, out of the seat, and into the end of the film.
9. Run the film backwards very quickly, in a matter of a second or two, in full colour, as if you are experiencing the film, right back to the beginning, when you were safe.
10. You can now repeat steps 8 and 9 until you are comfortable with the experience.

11. Now go into the future and test an imaginary time when you might have experienced the phobic response.

Finding Role Models

Explain to the Client

To accelerate your learning and improve your resources, you can easily learn from others, taking what they have learnt over a vast period of time and quickly learning it yourself in minutes.

Client Exercise

First you need to choose a role model or role models – write down their names and what you admire about them

Dave	Confident	Learns quickly	Font of all knowledge
Michelle	Always looks on the bright side of life		
Sharon	Well organised	Reliable	

Having role models is critical as we all need positive examples to follow, without them we can find it hard to know how to behaviour. As a child you probably had role models in the form of parents, friends, cartoons or even superheroes, providing you with the knowledge of how to behave, what is right and wrong. As we learn from copying others.

When in an unsure situation you can ask yourself **“how would X behave in this situation?”** providing you with a positive way to overcome any situation. The more role models you have, the more resources you can possess. You can use different models for different situations, Dave may be a good role model for confidence but is not a good role model for dealing with stressful situations, but Alison is.

Think about your role model and ask yourself how would my role model think about the skill you would like to model and then ask the following questions:

Logical Level Questions	Models Answers
Environment Where and when do you do it?	
Behaviours What specifically do you do? If you were going to teach me to do it, what would you ask me to do?	
Capabilities What skills do you have that enable you to do this? How did you learn how to do this?	
Beliefs What do you believe about yourself when your doing this? What do you believe about the person/environment you're doing this to?	
Identity What is your personal mission or vision when you're doing this?	
More Questions How do you know that you're good at this? What emotional and physical state are you in when you do this? What happened for you to be good at this? What are you trying to achieve when you do this? Who else do you recommend I talk to about	

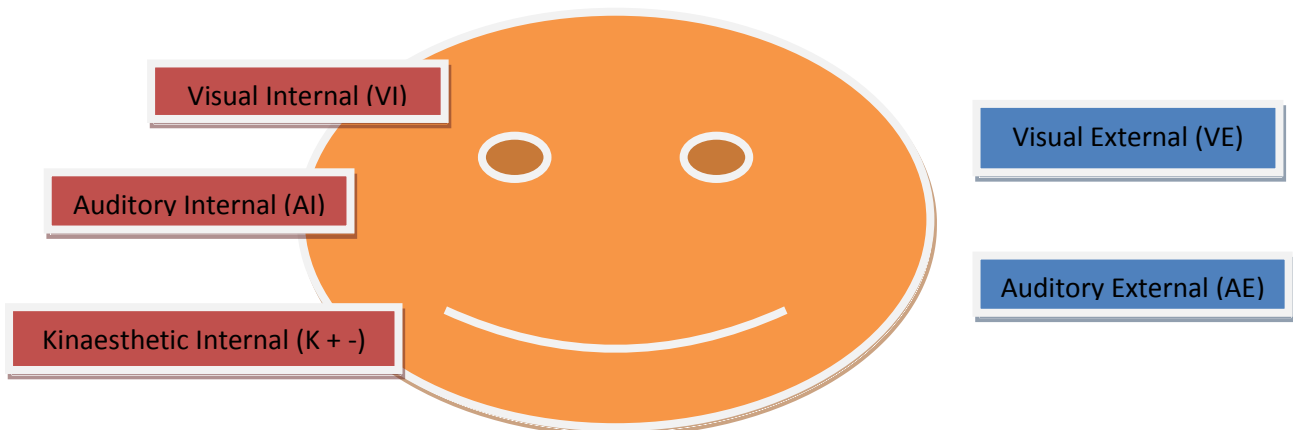
this?

Strategies

Explain to the Client

We are going to look at your strategies for life. We all have strategies for brushing our teeth to being confident. Once you understand how your strategies are made up you can change them so you perform at your optimum.

Client Exercise



To understand your strategy, you need to know what is happening consciously or unconsciously in your mind. Your strategy is made up via your visual, kinaesthetic and auditory senses.

People will use their (V) visual (pictures/images) and (A) auditory (sounds) senses both internally (I) – **what's going on in their mind** and externally (E) – **real time experiences of the world** as a strategy for their unconscious competence. We also access our internal emotions (K) kinaesthetic (feelings)

*As an example if you're imagining something in your head – we would call this **(Vi) visual internal***

*Or if you are seeing what's happening around you – we would say **(Ve) visual external***

Internal senses can also be constructed (C) or remembered (R)

- **Visual Internal (Vi)** – with internal visual images, these can be (Vc) constructed or (Vr) remembered
- **Auditory Internal (Ai)** – for internal sounds we also use (Ac) constructed and (Ar) remembered and we have a third (Vid) internal dialog for when we self talk
- **Kinaesthetic Internal (Ki)** – we all so have a third one for internal feelings; these can be either Positive (+) or Negative (-)

Sense	Internal	External	Remembered	Constructed	Internal Dialog	Positive	Negative
Auditory	Ai	Ae	Ar	Ac	Aid		
Kinaesthetic	Ki					K+	K-
Visual	Vi	Ve	Vr	Vc			

A famous modelling example taken early when NLP modelling was first introduced was **Modelling a Spelling Strategy** some NLP-ers modelled several really good spellers, the type of spellers who are very successful in the USA spellbound competitions, to see if good spellers used a strategy and found that good spellers used the same strategy.

Vr K+ Ae

- **Remember a picture of the word (Vr)**
- **Feels that the word is correct (K+)**
- **Reads it out aloud (Ae)**

When remembering the word (or letters) (Vr) if the letter is wrong, the spellers would get a bad feeling (K-) and change the letter until they got a good feeling (K+) and then say the word out loud (Ae) knowing it would be right

Many spellers don't realise they use this common spelling strategy until you ask the spellers to breakdown their skill into a strategy by asking strategy questions.

Eliciting a Strategy from a Role Model

First you need to be patient with your role model as we said before most people do not they have a strategy, they will be working this out with you, as you elicit their sequence of thoughts. Strategies can be short like the spelling strategy and other can be long.

Follow this set of questions with your role model to elicit their strategy

- **Recall a time when you were doing/feeling X (skill)**
 - **In your mind go back to that time and fully experience it now**
 - **As you remember this time –**
- 1. What is the first thing that caused you to X**
 - 2. Did you See (Visual), Hear (Auditory) or Feel (Kinaesthetic) X**
 - 3. What happened next, that caused you to X?**
 - 4. Did you See (Visual), Hear (Auditory) or Feel (Kinaesthetic) X**
- **Continue to ask this series of questions (step 1-4) until you have a complete strategy that you can use – when asking the questions remember to record the strategy code**

Here is an example strategy for Motivation

Questions	Client's Answers	Strategy
Recall a time when you felt motivated	Ok-got it	
Go back in your mind and fully experience the time you felt motivated; see what you could see, hear what you could hear and feel the way you felt	Mmm, yep I'm there	
What was the very first thing that happened that caused you to be totally motivated? What started this? Was it something you saw or the way someone looked at you? Was it something you heard or someone's tone of voice? Or, was it the touch of someone or something? What was the very first thing that caused you to be motivated?	I visualise myself doing well at my task, so if I was public speaking I would visualise myself being amazing as a public speaker	Vi
Was the visualisation made up or from a real past event	Made up in my mind	Vc

What happened next, did you feel something, seeing something or hear something?	In my head I would hear the audience cheering, like I was actually there	
Was this sound a noise from a real or past event?	No, but It sounded real	Ac
What happened next	I would start to feel motivated in my stomach	K+
What happened next	That's it really - I felt motivated and ready	

Vc Ac K+

- **(Vc) Visualise yourself being really motivated – see yourself doing something as a highly motivated person – make this up**
- **(Ac) Hear cheering or any other positive noise that will represent you being really motivated**
- **(K+) Start to feel that confident feeling inside you, starting from your stomach**
- There should always be an Exit point in every strategy so we can use the strategy, as an example a negative image can create bad feelings, the bad feeling can create a negative image (Vi, K- loop) do you recognise this? This is a strategy for depression.
- The exit point is the having the acquired skill/feeling (as an example; feeling really motivated)

The more details you can get the more successful the strategy will be – you could ask more related questions **“when you visualise yourself do you see yourself as you would do on a film or do you see the event from your own eyes?”** it’s all in the details. Go back to one of the sub modalities exercises and ask your model questions on the submodalities of their experience as some people will tell that the image has to be in a certain place in their minds eye for it to be fully effective.

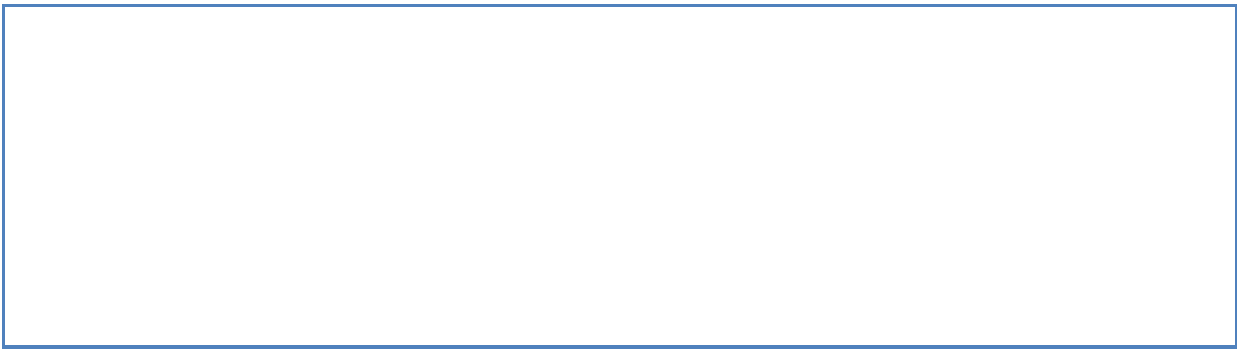
The final step is for you to use positive strategies to improve other areas of your life.

The Wheel Keeps Turning

This exercise is to be used when a client has finished their coaching journey with you, I often use this as the final session which is often a future (new) goals session. On this session it is also good to look back so the client can see the distance travelled.

Explain to the Client

So, you have now completed this coaching course and learnt more about yourself and your beliefs, what changes have you made since this you started this course?

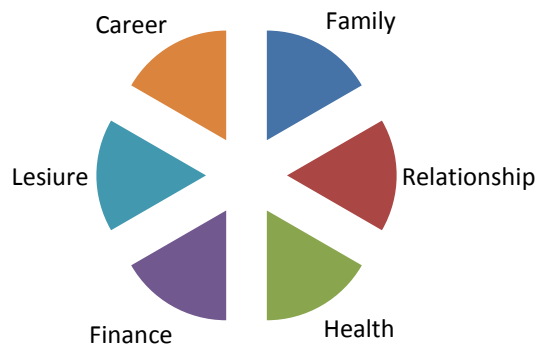


Let's look at one of the first exercises you began with **"the wheel of life"** again print of the wheel of life. On each spoke of the wheel, label it with an area of your life; career, family, relationships, etc like you did 3-4 months ago, you can add new categories or keep the original ones you first recorded.

Wheel of Life



Example



- Draw a line on each spoke and label this between 1 and 10 – this will be your scale
- Take each spoke in turn and take a few seconds to think about this area of your life and on a scale between 1 and 10, with 1 being the lowest (worst) and 10 being the highest (best) “how happy are you with this area of your life?” “What number would you scale this area of your life between 1 and 10?”

Add your score to the spoke now take out your original wheel and compare your scaling scores:

- **What has changed?**
- **Which categories now have a higher grading?**
- **Have any grading gone down the scale?**
- **How do you feel about the new grades?**
- **What new categories have you added to the wheel?**
- **Which categories have you deleted?**

Re-read the categories on your wheel and again, answer the following questions for each category:

1. **“Have you ever been higher than the number you have recorded?”**
2. **“What was different when you were higher up the scale?”**
3. **“What was actually happening when you were higher up the scale?”**
4. **“Have you ever been lower than the number you have recorded?”**
5. **“What did you do to move up the scale?”**
6. **“What have you learnt from previously being lower on the scale?”**
7. **“What number on the scale do you want to be?”**
8. **“What actions can you take to start moving up the scale?”**
9. **“If you moved up the scale, what will be happening to tell you that you have arrived at that number?”**
10. **“What would need to happen for you to move up one point on the scale by this time next week?”**
11. **“What might affect you moving up the scale?”**
12. **“What can you do to overcome this obstacle – how can you prepare?”**

You have already achieved so much as you evolved throughout the course, like evolution we constantly change and improve, as you achieve one goal you will now set yourself a new

goal and challenge, what is yours? You are already thinking about how you can move forward and have quickly realised you are in charge of your own destiny, record your new goal(s) below

Record your New Goals now:



Pre-Session Task

The Good and the Bad

Explain to the Client

Prior to the session I need you to complete the following task and to bring the results with you.

Client

Write two list; one list write all the good things about X (the reason for the session) as an example if you want to give up smoking, why are you smoking now – what do you like about it? and write a second list of all negative things about X, as an example what do you hate about smoking?

E-mail me the answer prior to the session

The Outcome

Explain to the Client

I want you to think about what would happen if you achieved the outcome you desire from this session.

Client Exercise

Write a list of everything that would change in your life if you achieved this outcome, how would it affect your life, relationships, finances, other goals, etc

Why Change?

Explain to the Client

We all have different reasons for wanting to change. Your reasons for changing is normally motivational, which is why you don't want to lose the motivation.

Client Exercise

Think about everything that annoys you about your current situation. Write a list of words (or draw images) that represent how annoyed you are with your life. This may be painful but pain is a great motivator.

Life Percentages

Explain to the Client

Many people come for coaching sessions for one particular thing, such as confidence or self esteem. What some people are often unaware of how this one issue, is affecting other areas of their life

Client Exercise

Prior to the session I want you to think about how this issue is affecting your life. If you overcome this issue how would achieving this goal affect other areas of your life?

First write a list of the important aspects of your life such as employment, confidence, relationships etc

Now imagine you have overcome this issue, using a percentage how much will other areas benefit from this?

Areas of life	Current percentage	Post session percentage
Confidence	40%	70%
Employment	60%	75%
Relationships	35%	60%

Homework Tasks

5 Morning Confidence Boosters

Explain to the Client

Between now and the next session, I want you to complete these 5 confidence boosting techniques.

Client Exercise

1. **Stand in front of the mirror and tell yourself all the nice things you see**, everyone has something good to say about their appearance – you may have a nice smile or beautiful eyes, today your make-up may make you look younger than you really are, you have brought a new necklace that really suits you. It doesn't matter what it is you like about yourself, what matters is that you realise there is something about you that you like.

2. **Wear something nice**, often people who don't believe in themselves lose hope and don't even make the effort in the way they look. Get rid of all your old, ugly and ill fitting clothes, go out and buy something new, put it on and admire how wonderful you look. When you look good you feel good.

3. **Use positive self talk**, each day write something down that is positive about your self or something positive you will do that day "I am a confident and beautiful person" or "I have the confidence to speak up in team meetings" repeat what you have wrote ten times out loud.

4. **Visualise the day, positively**. People with low self esteem often think about the coming day, visualising how negative it will be, how many mistakes they will make or what can go wrong and negative images make you feel negative. Move these pictures away and make a positive movie in your mind; imagine your day go as well as it possibly can, see yourself as a confident person and imagine only positive outcomes, as positive picture make you feel positive.

5. **Ask yourself what you learnt yesterday and how can this help you today**. People with low confidence will focus on their mistakes, but making a mistake is good as this is the best way to learn, the best way to move forward. Make a list of anything that went wrong the day before – you didn't speak up when you should have done; you forgot to complete a certain task or didn't give yourself enough time to make yourself look your best. Next think

about what you could do different if the same situation was to come up again today, what could you do positively, how you can be more confident. You can then use this new learning to feel more confident about handling any situation.

Crossing the River

Explain to the Client

People have different types of intelligence; some people are intelligent in Art, Music, Academically, Lateral Thinking, Writing, maths, innovations, People and many more.

We have discussed how you feel your lateral thinking can be developed. To do this I will set you a challenge, which you have a week to complete. People solve problems in two ways first, through experience and knowledge and second through creative thinking.

Client Exercise

Spend the first half of the week being creative. Maybe you visit a river with a chicken, fox and bag of corn, you might close your eyes and let the ideas pour in. You might make a model, or look at other problem solving questions. Look at different creative ways to solve this task.

For the second part of the week I want you to use your knowledge. Read up on problem solvers and how they attack these questions. Read engineering blogs, and scientific ideas that may improve your knowledge to support you with this task.

It's not really about if you complete the task or not (don't cheat by Googling the answer) it's about tackling the problem from different perspectives, and understanding that all these experiences are helping you grow.

A man has to get a fox, a chicken, and a sack of corn across a river. He has a rowboat, and it can only carry him and one other thing at a time.

- **If the fox and the chicken are left together, the fox will eat the chicken.**

- If the chicken and the corn are left together, the chicken will eat the corn.
- The fox **WILL NOT** eat the corn

How does the man do it without losing either the fox, chicken or corn ?

Answer:

Take the chicken – come back

Take the fox – come back with the chicken

Leave the chicken and take the corn – come back

Take the chicken

Positive Affirmations

Explain to the Client

If you develop a positive attitude you will feel much healthier and have a more positive outlook on life. One way to increase your positive attitude is through affirmations. If you repeat positive affirmations to yourself each day, they will be embedded unconsciously into your attitude.

Client Exercise

Write a list of 5 positive affirmations and repeat one ten times each day, changing the affirmation each day. As an example “I say yes to life” or “when I believe in myself, so do others”

Look Stupid

Explain to the Client

People have low confidence, as they presume that the situation they want to be will make them feel stupid. As an example, many people want a partner but won't approach the person they like because they presume the potential partners answer will embarrass them.

In reality, you don't often feel stupid, the stranger may say yes or no but rarely is the situation so bad that it is not worth the chance of meeting the love of your life. And if they are rude, then great you have got away with not going out with a rude person.

Client Exercise

Go up to 5 random people throughout the week. Your first person has to be tomorrow morning. And ask them something completely strange. An example may be you go in to a dry cleaners and ask if they sell pizzas? Or in a train station, ask the conductor where the bus stop is.

Your question can't be rude or cause offence, but it does have to be on the line of daftness. You will see that it is easy to ask people, well anything and most people look amused and are not in actual fact rude.

Are Hero's Born or Made?

Explain to the Client

I want you to think about a hero of yours, someone you admire. We generally think that many stars are made overnight, that the people we look up to have something we don't.

Client Exercise

Research your hero's back-story and find out what they did to become successful, what errors did they make and then learn from. What was their background? Did it support or hinder them? What did they do to overcome this?

Learn as much as you can and then think about yours and their similarities. Think about how your hero would handle your situation? Even pretending to be them, make an action plan of the steps you need to take to achieve your goal.

Reflection

Explain to the Client

You have learnt a lot today and made some great changes.

Client Exercise

Tomorrow when you wake up I want you to think about, and if possible write down all the positive changes you have made since today.

In 5 days time before our next session, I want you to think about and again write down all the positive changes you have made this week.

Treat Yourself

Explain to the Client

I want you to spend some time planning to do you something nice for yourself. This has to be something that you always want to do but that never really get around to doing it.

Client Exercise

Once you have planned your activity, make it happen. Always take action staright away never wait for a different day.

Weight Loss

Explain to the Client

Many of us are unconsciously trained to eat everything on the plate, often due to the lack of available funds that our parents may have had. The problem even though money is more accessible the unconscious training is still there.

Client

Buy smaller plates. Smaller plates hold lees food, this way you can still eat everything on your plate but your intake will be much less. You can even buy smaller pans or even the smaller tins of food.

No Temptation No Treats

Explain to the Client

People like to treat themselves or when feeling a little lazy will often snack rather than cook a healthy meal.

Client Exercise

Empty all your cupboards of all your snacks, all the unhealthy food that you want to give up eating; crisp, chocolate, sweets, etc. Don't leave anything in there. If you have sweets for your grandchildren, they go into the bin to – no excuses. You can always replace sweet treats with fresh fruit.

If there is no temptation, there is no chance of snacking

Online Shopping

Explain to the Client

Shops and supermarkets spend millions of pounds investing in sales psychology; they know how to make us their customers spend more. Have you ever been into a supermarket for one or two products but you could come out with ten or twenty products.

Client Exercise

Shop online. First right a list of the products you want to buy, go online and only buy those products. This way the supermarket can't use sales psychology to get you to buy more – careful though they are starting to use it online too, which means you need to stick to your list.

Direct Debit

Explain to the Client

Money is easy to spend. These day's companies pay sales psychologist thousands of pounds to help you spend more. If you don't have easy access to your money you won't spend it.

Client Exercise

Set up a direct debit, so when you get paid, three or four days later your bills come out automatically. Now the rest of your salary is yours. To help save, set up a new bank account in an account with no credit/debit cards, this way it is hard for you to access this money.

Set up a new direct debit so a certain percentage of your free money goes into this new saving account.

10 Minute Stress Release

Explain to the Client

People with poor self-esteem often fail to give themselves enough time and space. So find 10 minutes every day to be alone, and to just sit and do nothing.

Client Exercise

Some people find it helpful to close their eyes and imagine a country scene or the sight and sound of waves gently lapping against the shore.

During these 10 minutes, allow yourself to feel peaceful and happy. Enjoy this time. It is yours – and yours alone.

Accentuate the Positive

Explain to the Client

Often we make ourselves unhappy because we go over and over mistakes we have made. But we can improve our self-esteem if we re-think the things we believe we have done wrong or badly.

For example, one of my clients has to give presentations at work. He used to mentally beat himself up after every one and stew over tiny errors.

Now he writes an account of each presentation shortly after he's given it. He writes about all the things that went well.

He doesn't need to write about the bad things – they will stick in his memory and he will try hard not to repeat them – but he will forget the good things unless he writes them down.

Client Exercise

So when you have a bad day, or something goes wrong in your relationship or at work, write an account of what went right with that episode, not what went wrong.

The results will surprise you – and improve how you see yourself.

Implement it?

Explain to the Client

You are learning many new techniques so you can live your life to the best. So many people learn techniques but don't implement them.

Client Exercise

When you get home, I want you to think about how you will implement and practice these techniques. How you will motivate yourself, what will you do on "down" days, how will you boost yourself on the "good" days.

Really think and plan how you will implement what you are learning and we will discuss this at the next session.

Finally I would like to wish you the very best of luck with your new coaching business, if you have any questions regarding these techniques or any tricky clients, you can send me an e-mail

Remember all the techniques above are written in general terms, use what your client brings to the session and develop these techniques to suit your very own coaching style and the clients own resources and personal experiences.

A final thought, clients cannot not learn. With some clients you need to be direct, with others indirect. You now 101 coaching techniques, feel the confidence to try out different techniques that you think will support your client, if they don't work - great all you do next is move on to a different technique.

After each coaching session, self reflect - was it the technique that was unsuitable or your delivery? Every good coach reflects after each session and every good coach has their very own coach to help them move forward, learning all the way through this exciting journey.

Continue to develop, learning as many new techniques and coaching styles as you can. Feel free to explore new ways of supporting your clients, not all coaching session has to be at a desk in an office.

You can take clients out of the office, you can use innovative and creative ways to help your clients achieve their goals. Remember in the coaching setting you are the professional, be confident as clients move forward at a faster rate when they believe and trust in you and your technique.

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