



Qualitative MASTERY TIPS

by

Fran Fisher
Master Certified Coach



Table of Contents

INTRODUCTION	3
#1 "BE WITH" THE CLIENT VS. "DO TO" THE CLIENT	4
#2 RESPOND TO THE WHOLE PERSON	5
#3 EASY FLOW	6
#4 CONNECTEDNESS	7
#5 EMPATHY AND CARING	8
#6 ENERGY SHIFTS AND INVITE EXPLORATION	9
#7 INTUITIVE OFFERING	10
#8 OUT OF THE BOX	11
#9 DEPTH OF EXPLORATION OF THE WHO OF THE CLIENT	12
#10 CURIOSITY ABOUT THE PRESENTING GOAL	13
#11 SPACIOUSNESS AND USE OF SILENCE	14
#12 PARTNERSHIP AND COLLABORATION	15
#13 INVITE CLIENT TO LEAD/OFFER CHOICE	16
ABOUT FRAN	17
FRAN'S COACH MENTORING AUDIO PROGRAMS	19



INTRODUCTION

Hello and welcome!

One of my greatest pleasures is supporting coaches as they continue their own journey of growth and development personally and professionally.

If you are ready to move beyond your current comfort zones and reach for a new level of mastery in your coaching, consider these qualitative tips for guidance.

May you continue to achieve new levels of excellence in your coaching practice!

Coaching is the sacred space of Unconditional Love, where Learning Growth, and Transformation naturally occur.

Fran Fisher, MCC 1998

The Purpose of Coaching is to affect deep, meaningful, and lasting change—in other words, learning, growth, and transformation.

Fran Fisher, MCC 2017

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Fran Fisher, MCC



#1 “BE WITH” THE CLIENT VS. “DO TO” THE CLIENT

BEING WITH: Being fully present; listening for *who* and *how* the client is being (values, strengths, beliefs, etc.); responding to words, language, emotion, etc.; paying attention to the subtle nuances of the client’s shifts of energy or changes in direction.

DOING TO: Problem solving; asking leading questions; offering unsolicited suggestions; offering your own analysis (“*So that means_____.*”) Instead, ask, “*What meaning do you make of that?*”)

BEING WITH is being a conduit for emergence.

DOING TO is a focus on performance and methodology.

Inquiry: What does it mean to be fully present? What is the impact of my authentic presence with my client?





#2 RESPOND TO THE WHOLE PERSON

A client is a holistic human being with many resources beyond their thinking. Einstein said, *"A problem can't be solved with the same level of thinking that created it."* So, listen for opportunities to invite the client to access or raise their awareness of resources beyond their thinking. These may open new territories of awareness or other windows for their learning and insight.

Examples:

- ▶ *What are you feeling?*
- ▶ *What is your learning style?*
- ▶ *What value will you be honoring more fully?*
- ▶ *What strength could you draw on?*
- ▶ *What other perspective is possible?*
- ▶ *What is your limiting/empowering belief?*
- ▶ *What does your heart want?*
- ▶ *What is your gut instinct telling you?*



Inquiry: *When do I stop exploring my client's wholeness? When could I stretch into new territories of the client's wholeness?*





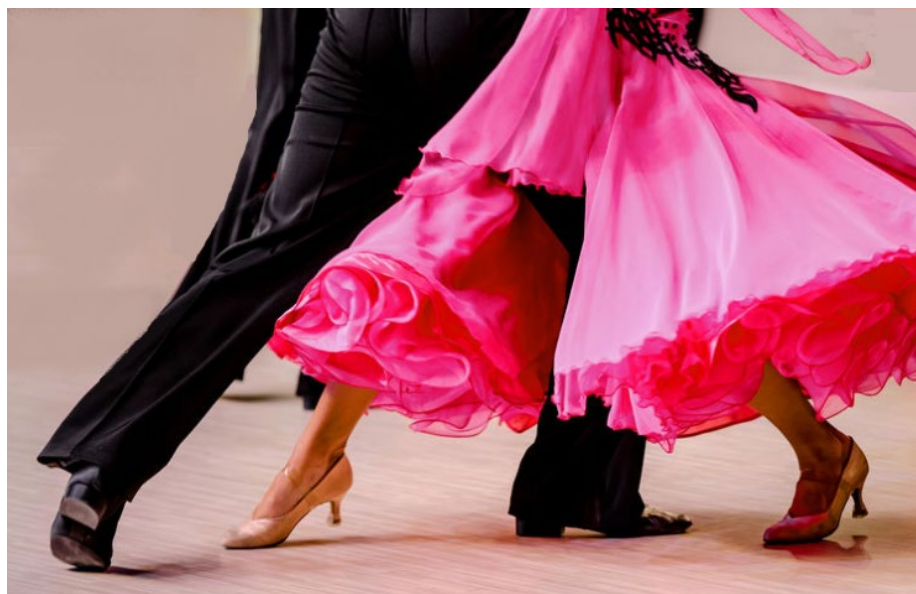
#3 EASY FLOW

The feeling is a relaxed flow of connection in the partnership. As the coach, you are client-focused, honoring their pace and tone. Your attention is fully connected, “dancing” with the client. Whether it’s a waltz, salsa, or a tango, coach and client are harmonizing in flow.

Avoid providing unnecessary distractions, such as:

- ▶ Opinions, analysis
- ▶ Unsolicited suggestions
- ▶ Approval judgments (“*I think that is a good idea,*” versus “*How do you feel about that idea?*”)
- ▶ Habitual non-verbal interruptions to the client’s speaking (“*yeah,*” “*yup,*” “*uh huh,*” “*OK*”)

Inquiry: What drives my need to speak?





#4 CONNECTEDNESS

Observant and Responsive to What the Client Offers

Observant: Notice the client's words, tone, energy, energy shifts, patterns of speaking, patterns of thinking, processing, etc. Noticing these nuances will help you stay present and connected.

Responsive: Follow the client's lead with curiosity and relevance in the moment versus your formulaic observation or question. Examples:

- ▶ "You smiled. What's happening?"
 - ▶ "I've heard you say ____ three times. What's important or meaningful about ____?" Or, "What does ____ mean for you?"
 - ▶ "What are you learning about yourself from that insight?"
-

Inquiry: What frees me up to be fully present with my client?





#5 EMPATHY AND CARING

Being empathetic and caring supports the competencies of Creating Trust and Intimacy (creating a safe space for our clients) and Creating Presence (who we are being that provides an open, flexible, curious, and trustworthy partnership for the client).

- ▶ Empathy asks us to withhold judging the behavior of others and, instead, do our best to take the empowering, compassionate, or understanding view.
- ▶ Caring asks us to connect heart-to-heart.

Questions you might ask yourself:

- ▶ How well do I self-manage my judgments or temptations to offer my advice, opinions, perspectives?
- ▶ What daily habits or practices support my physical, emotional, and mental well-being?
- ▶ How well do I listen to others?
- ▶ Who do I choose to be in partnership with my client?

***Inquiry:** When am I connected heart to heart with my client? When am I not connected?*





#6 ENERGY SHIFTS AND EXPLORATION

Noticing and reflecting the client's inflections, energy, energy shifts, body language, tone, pace, etc. provide benefit the client by raising their self-awareness. If we avoid inviting the client to notice and explore for themselves, the client has missed an opportunity to become more self-aware and deepen their learning about themselves. Don't assume they are aware.

Examples:

- ▶ Noticing: *"You are smiling (laughing, shrugging your shoulders, speaking more softly, closing your eyes, big sigh, tears, emphasizing that word every time you say it, waving your hands in the air, etc.)."*
- ▶ Inviting: *"What's going on? What's that about? What are you noticing? What are you feeling? What is happening?"*

***Inquiry:** What does it take for me to notice and invite my client's exploration?*





#7 INTUITIVE OFFERING

Do you ever get information about the client or their issue that feels intuitive? This is a tricky one because we want to be careful not to be attached to being right about our intuition.

Consider using that intuitive thought as a clue for crafting a curious question. For example, *"My intuition says this is an issue of trust."* Instead of offering my intuition, I might ask, *"What do you think the core issue is with that person?"*

If you feel your intuitive thought may be a contribution, ask permission to offer it and then check in with the client, *"How does that fit for you?"* (Unattached)

Sometimes paraphrasing the client's words will reveal our intuition. Pay attention to how your client responds to what you said and follow through with relevance in the moment. Also, be careful to stay true to the client's expression and meaning. Do not add something or take anything away. That would reveal your own agenda.

Inquiry: How do I offer my intuition without attachment?





#8 OUT OF THE BOX

"Out of the Box" questions and observations provoke new or different perspectives/thinking.

Take off those training wheels and set aside those lists of powerful, perfect questions! Clear your desk of all the Post-It notes. Focus fully "over there" without your attention on yourself. Connect with your client. Breathe with your client. Access your heart and gut wisdom. Let your head knowledge float freely. Allow yourself to respond to what the client offers in the moment.

Inquiry: How do I access and trust my creativity?





#9 DEPTH OF EXPLORATION

Coach the client's *relationship to their issue* versus focusing on the issue itself. Asking "who" questions facilitates the client in accessing their innate empowering qualities, such as strengths, empowering beliefs, core values—their greatness!

- ▶ Explore for the issue underneath the presenting issue, i.e. what is the real issue? (The presenting "issue" is usually not the "real" or underlying issue.)
- ▶ What is important or meaningful for the client to address this topic now? (This explores their motivation.)
- ▶ What/how are they feeling about this issue? How do they want to feel?
- ▶ Exploring their beliefs, values, strengths, etc. related to this issue (or desired outcome) will help the client learn more about themselves.

Inquiry: How well do I explore my client's relationship to his/her issue?





#10 CURIOSITY ABOUT THE PRESENTING GOAL

Help your client explore the larger impact or deeper meaning of their presenting goal. In doing so, be cautious about getting sidetracked by your own agenda. The following will help you focus your coaching intentions:

- ▶ The coach is authentically curious about *who* the client is when there is no need to:
 - Drive his/her own agenda
 - Be the expert for the client or their agenda/issue
 - Demonstrate their own skills, knowledge, or experience (ego)
- ▶ The coach is willing to be vulnerable (soulful).

TIP: If you catch yourself starting to tell, teach, or offer an analysis, pause, and say the word “what” instead. Then, trust that a curious question for the client will follow that word. That way, you will keep the focus and attention on the client instead of shifting it back to you.

For example: Instead of “I think you should ____.” ask, “What do you want to do about that?”

Inquiry: How fully am I willing “not to know”?





#11 SPACIOUSNESS AND USE OF SILENCE

How comfortable are you with silence? How comfortable are you with providing spaciousness for the client's speaking or thinking? Masterful coaching requires providing ample space for the client to think and hear themselves thinking, to speak and hear themselves speaking. If this is a stretch for you, practice:

- ▶ Providing space after the client's thinking and speaking. Avoid rushing into their space with your next question or comment. Pause. If needed, silently count "1, 2, 3" as you develop your level of comfort.
- ▶ Avoid unnecessary, unconscious, or habitual verbal "noise" that might be distracting for the Client and disrupt the flow. Examples: "Yeah," "Uh huh," "OK," "Yup," etc.

***Inquiry:** What is my level of comfort with spaciousness or silence? What does it take?*





#12 PARTNERSHIP AND COLLABORATION

- ▶ Avoid leading/directive language. Examples: *"Let's take a look at this," "Let's explore your fear," "I'm going to show you a way to _____," "Have you ever tried _____?" "Now we are going to _____."*
- ▶ Invite the client's partnership. Share your thinking or perspective without attachment. Examples: *"What is your thought about what I just said?" "This is what my intuition is telling me, but I may be off base. What do you think about _____?"*
- ▶ Honor and respect client's point of view. Example: respond with a curious question; *"What is your limiting/empowering belief about _____?"* Reflect: *"I hear you honoring your value of _____ in your point of view."*
- ▶ Directive/assumptive: *"Which one do you want to focus on?"* Collaborative: *"How do you want to explore those two topics?"*

***Inquiry:** What do I need to release in order to be a more collaborative partner?*

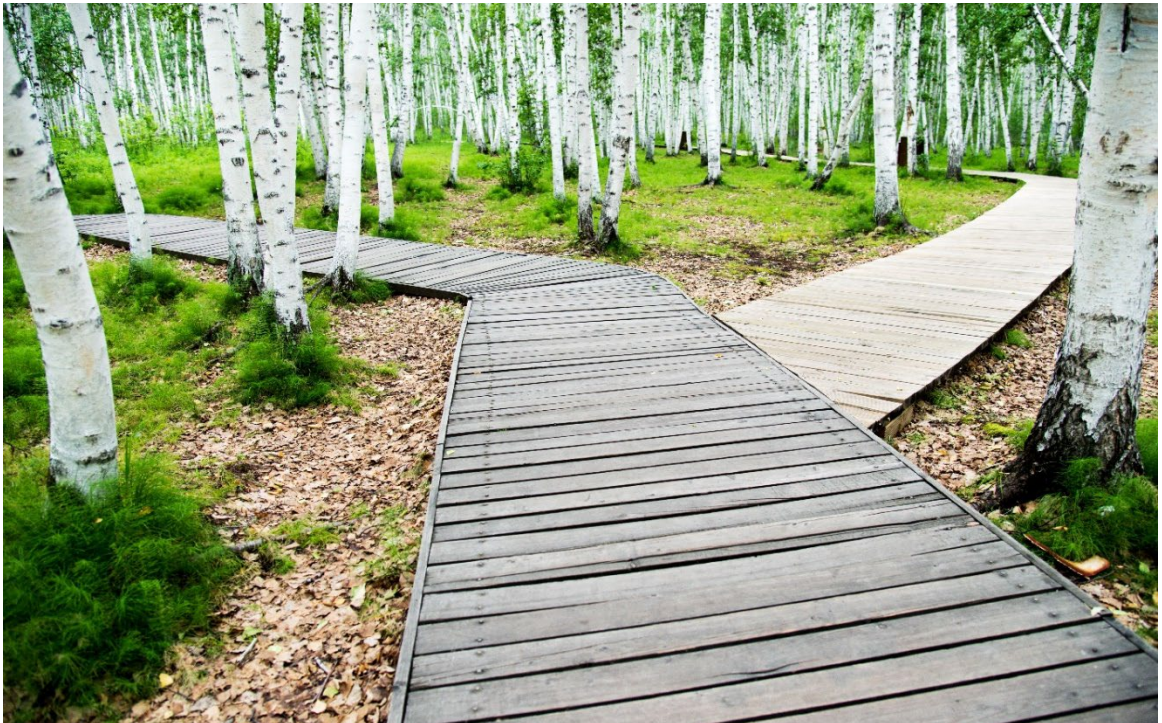




#13 INVITE CLIENT TO LEAD/OFFER CHOICE

- ▶ In establishing the Coaching Agreement, invite the client to lead. Ask the client what they think they need to get to their desired outcome or measure of success. Avoid assuming where to start coaching toward the goal. Examples: *"What issue(s) need to be addressed?" "What aspect of this issue is most important to address?" "What needs to be resolved to achieve this outcome?"*
- ▶ Throughout the conversation, invite leading and offer choice. Examples: *"Where do you want to go from here?" "Of those ___ you listed, how do you want to start exploring?" "What would you like to start with?" "Would it be helpful to ___ right now?"*

Inquiry: What is my attachment to leading? What do I need to release?





ABOUT FRAN

Fran Fisher is a Master Certified Coach (MCC) accredited by the International Coaching Federation. With an international client list, Fran's mission is to empower her clients in achieving their visions while living their best lives. Her legacy to the international coaching profession demonstrates the value of personal and professional mastery and mentorship for all professional coaches.

Fran is a visionary leader, international speaker, and published author. She specializes in providing coaching services for visionary leaders, executives, and business owners, collaborative work teams, as well as coaching and mentoring for experienced coaches.



Recipient of The Lifetime Achievement Award 2012 by the ICF Chapter of Washington State, Fran is recognized internationally as one of the pioneers and champions for coaching. She served as a founding International Coaching Federation, ICF, Executive Board member, and co-chair of the Ethics and Standards Committee, responsible for developing the Credentialing Programs for aspiring coaches and training schools. Fran was the first Executive Director of the Association for Coach Training Organizations (ACTO). She has been serving ICF as a PCC and MCC Credentialing Assessor since 1998.

In 1991, Fran founded the Living Your Vision® (LYV) process for empowering individuals in transforming their visions into reality. In 1997, Fran founded the Academy for Coach Training, one of the first International Coaching Federation (ICF) accredited schools. In 2005, shifting her focus to private practice, Fran sold the ACT and LYV businesses and their associated trademarks to I & AM, LLC dba inviteCHANGE.

Fran has also authored several books, all of which are available on Amazon, including

- *Violet's Vision*
- *The Illusion of Hopelessness, Coaching Youth at Risk: Breaking the Cycle of Poverty, Violence, and Abuse*
- *Calling Forth Greatness, Seven Coaching Wisdoms for Transforming Your Life*
- *Empowerment Selling, STOP Selling and START Fulfilling Your Customer's Needs*
- *No Winner Ever Got There without a Coach (Co-Author)*

Fran's highest vision is a world where everyone is enjoying a rich and fulfilling life, living true to their essence, life purpose, and values. She believes this is what the world needs of us—to be true to ourselves—and that coaching is the contribution we can make for this transformation in our world. She is also passionate about restoring harmony with our Mother Earth and supports several initiatives focused on innovative ways to address environmental issues.



In 2016, Fran walked the Camino de Santiago in Spain as a personal challenge and vision quest. In 2021, Fran relocated to Windsor, Colorado, where she continues to elevate both her professional and personal life doing the work she loves while making more time for relationships, exploring the Colorado Rockies, and sharing the adventure with her life partner.

For more information about Fran and the coaching mastery programs she offers, visit her website at www.FranFisherCoach.com. You can also follow Fran on LinkedIn and Facebook.



FRAN'S COACH MENTORING AUDIO PROGRAMS

"Fran has been my mentor, supervisor, and coach for three years. In every session, she has the knack of creating the moment of awareness—finding the perfect reframe, creating a moment of magic—that results in an "Aha!" I feel sincerely supported with love and compassion. She is generous, aligned with strong values, yet solution-oriented and challenging when necessary. I strongly recommend her coaching! Enjoy the experience!"

— Sylviane Cannio, MCC



MY PORTABLE MENTOR

Learning to deepen and expand the
"Transformational Zone"

- Broaden your perspectives
- Deepen your listening ability
- Hone your coaching skills and expand your knowledge
- Build your confidence and resourcefulness
- Enlarge your coaching tool kit
- Nourish your coaching passion
- Earn 5 ICF Resource Development (RD) EUs



THE WISDOM WAY COACHING MASTERY

Strengthen your professional and
personal competencies

- Expand your coaching mastery and strengthen your coaching competencies
- Deepen your coaching presence and power with clients
- Enhance your coaching skills for accessing your client's transformational zone
- Empower your own transformation through personal learning and self-actualization
- Leverage your strengths and passion for greater contribution and deeper fulfillment
- Earn 12 ICF Resource Development (RD) credits