



## The 3D Model

---

### 3 Part Model:

#### 1- Define

##### Foundation

##### Steps of “Define”

What MUST be covered before you go on to the rest of the coaching conversation

- Ask permission before beginning the coaching conversation
- The importance of “nailing” an agreement - the risk if the conversation is not framed to start
- Questions to ask to begin the coaching conversation

##### Define - the topic

1. What would you like to talk about today?
  - a. Listen for the keywords or phrases - pick up on the areas of energy and enthusiasm
  - b. Allow for the story to be told - listen for values and strengths in what the client is sharing
  - c. Observe without influencing the agenda for the client

##### Define - the focus

1. From everything you have shared with me, what would you like to concentrate on for today?
  - a. Allow the client to narrow their topic, always making sure they choose the agenda, with a specific focus
  - b. Listen and invite the topic in the area of most value
  - c. Frame the focus in a statement that is described in a forward-looking, creative way. That means your client’s focus is stated as “I want to create, build, discover...”, not “I don’t want to have, be, see...”

---

### Define - the outcome

1. What would be the best possible outcome for our conversation?
2. How would you know you had gotten great value from our conversation today?
  - a. Listen for measurable results
  - b. Invite your client to stretch to an even bigger possibility

Permission to move ahead with the conversation by receiving an agreement about the outcome is the key to establishing a clear outcome.

WRITE IT DOWN and read it back to the client so that there is clarity for both the coach and client.

## 2- Discover

### Coaching Conversation

Steps in Discover and how the questions can lead to the territory where an insight is possible. This is when the client realizes they have within themselves all that they need and begin to gain awareness.

### Discover - the best of the past

1. Going back to the agreed-upon topic, ask more about how they see it unfolding
  - a. Questions are about the best experiences, when they may have had success, insights or awareness in a similar situation
  - b. Offer the phrase “tell me more about that”, ponder with curiosity with your client

### Discover - the tools of the present

1. Inquire about what is currently working, what awareness is available now, where the situation is right now.
  - a. Listen for understanding, new awareness, energy, and language
  - b. Begin to distinguish what beliefs may be at play, how they impact the client's understanding of the current circumstance
  - c. Listen to possibility beyond solving the problem

---

### Discover - the possibility for the future

1. Go back to restate or ask about the desired outcome for the conversation, describing the possible future, to transition into Design
  - a. Connect the best of the past, the current strengths and insights and the possibility of what is to come
  - b. Build a vision of that future that is compelling and inspiring

### 3- Design

#### Actions and commitments

These steps will help our clients take what they have gained in this conversation whether, clarity, insight, awareness into action. This can be a physical action, the next step, or even reflecting on what this insight reveals to them now that might help them moving forward. In the case of an insight, there might not be an action what/when leaving that to the client.

#### Design - new awareness and insights

1. Inquire into shifts in perspective that the client may have had
  - a. Identify and articulate how their world-view may have changed
  - b. Pause, acknowledge and reflect back to the client what they have shared

#### Design - supports and strengths to build the future

1. Ask about existing social architecture (family, friends, colleagues) that can provide assistance and support
  - a. Questions to identify and name perspective shifts, strengths and experience
  - b. Resources to draw upon in the future
  - c. Learning from this coaching session
  - d. How does this conversation benefit the greater goal and larger scope of learning?

#### Design - commitments and promises

---

1. Brainstorm and draft actions appropriate for the circumstance
  - a. What will the client do differently after the conversation?
  - b. What ideas or new thoughts have emerged?
  - c. What promises or commitments can they make for themselves to take action based on new awareness?

Complete the conversation with a review of the outcome that was written down for the outcome. Review, discuss as needed and declare completion.

Ready-set-go

= **transformation**

- Can occur incrementally over time or can be a spontaneous change or shift in-the-moment
- This coaching model creates the space for the possibility of transformation to occur in coaching conversations
- The promise of this model is that transformation will occur because, in the moment of the partnership between coach and client, something happens that transforms the space available, like quantum particles, a universal effect occurs instantaneously.