



# How to Run a Coaching Session

- ◆ Always track your consultant's learning in your coaching notebook. It will help you track their progress
- ◆ Be prepared and focused. This will save a lot of TIME! Taking organized notes shows your consultant that you are professional and that you are paying close attention.
- ◆ Create your Binder, using dividers with a few sheets for each person

**REMEMBER:** We are coaching to learn skills (scheduling, selling, sponsoring, coaching) for COMPETENCE which will lead to CONFIDENCE.

**Step #1 - Trust:** The trust stage creates a special relationship between you and the consultant you are coaching. During this phase you will ask them what they are passionate about and when you LISTEN, really LISTEN to their passions – they will open up to you. Their “state” will become positive when they talk about their passions. When they trust you, your coaching session will be much more successful.

**Step #2 - Discovery** The discovery stage is the key to mastery and finding out their learning needs. And you can coach them on that specific skill.

**Step #3 - Learn** Demonstrate skill, practice, provide feedback, feedback has one positive point, one point for improvement and explain/demonstrate. Practice, feedback, practice, feedback, as much as possible !!

**Step #4 - Commit** No commitment, no help! Confirm what was discovered and learned, agree skills to practice and some learning and activity goals before next session.

**For new consultants** – You can choose the skills from our list of “Coaching Skills”  
*Coaching is all about them!!! Focus on your consultant – they are learning and you are the coach!*

## IN THE DISCOVERY STAGE – THESE ARE THE FOUR TYPES OF QUESTIONS TO MASTER!

1. **OPEN QUESTION:** Questions that start with what, when, why or how. These questions get them talking about a specific area. EXAMPLE: For consultants who have already been in Arbonne and are learning this new strategy, I would say: “What aspect of your Arbonne business do you feel is the weakest link, the area that is keeping you from moving forward?” ANSWER: I don't seem to be able to get someone who has purchased products to take a look at our income opportunity
2. **CLOSED QUESTION:** Questions that are answered with a yes or no EXAMPLE: Are you trying to set up a sponsoring appointment with one of your Preferred Clients? ANSWER: Yes
3. **PROBING QUESTION:** These questions are more specific, and they are meant to give you more detail. EXAMPLE: Tell me more about the circumstances when you are trying to set up a time to talk with your preferred Clients. ANSWER: I call them and ask them to get together with me to hear about Arbonne's business.
4. **REFLECTIVE QUESTION:** To clarify and summarize a deduction. EXAMPLE: So you are calling your PCs after they have purchased and your goal is to set up an appointment to get together. Is that right?

*“What would you do if you know you couldn't fail?” - Ed Ludbrook*

Learn by practicing until you become **COMPETENT** which will lead to **CONFIDENCE**

## **10 fundamentals of coaching:**

1. Every conversation is coaching
2. All coaching sessions have four stages Trust, Discover, Learn, commit
3. Knowledge must be standardized
4. Drive growth with practice
5. Prove progress in a coach's notebook
6. Upline are your coaching Team
7. Telephone coaching is key to big money
8. Group sessions accelerates growth
9. Confidence is king
10. Mastery takes repetition and time

*"Whatever the mind of a man can conceive and believe, it can achieve"*

*- Napoleon Hill*

**ACTION NOW:** Create a coaching notebook – just a few pages per person. You will be able to track the progress of your consultants skills. Use the Coaching progress sheet (or whatever we call it) I like "Coaching Progress Sheet"

## **How to Run a Group Coaching Session**

**This session should be no longer than 60 minutes:**

1. Coaching drives sponsoring
2. Coaching drives action
3. Group coaching sessions accelerate action

*Group sessions ACCELERATE learning because of the interactions between people*

**Everyone can become a professional workshop leader and run effective Group coaching Sessions if they:**

1. Take charge
2. Keep to timing (start and finish on time)
3. Have no distractions (kids, music, pets etc.)
4. Have fun
5. Run them often as possible



*The ultimate goal is to have coaching sessions held all over your local area every day in the coaching community. This will happen when those you coach become proficient at coaching too! Remember everyone can run a group coaching session when they LEARN the skills to be a good coach!*

## **How to Run a Telephone Coaching Session**

**Seven Rules of Telephone Coaching are:**

1. Always schedule
2. They call you
3. 30 minute sessions
4. Both use system
5. Focus on your voice
6. Fast, fun and often

***3 strikes you are out – if they miss or are late to three calls, then you can "fire" them as a "coachee" This Protects you.***