

COACHING DIALOGUE GUIDE

Step-by-Step Coaching Session Flow

One: Opening — Set Intent & Build Trust

Purpose • Welcome the client, agree on focus, and create psychological safety.

Key Questions

- What would you like to focus on today?
- What's most important for you to take away?

Tone & Posture Tips • Warm, open body language · attentive eye contact · judgment-free curiosity

Two: Exploration — Deepen Awareness

Purpose • Surface beliefs, obstacles, and possibilities through powerful questions and active listening.

Key Questions

- What's getting in your way?
- What becomes possible if this shifts?
- What insights are emerging?

Tone & Posture Tips • Listen more than talk · allow pauses · mirror language · stay neutral and empathic

Three: Clarifying Goals — Set SMART Actions

Purpose • Turn insights into specific, doable commitments.

Key Questions

- What outcome would you like to achieve?

- What steps will you take?
 - How will you measure success?
- SMART Reminder**
- Specific | Measurable | Achievable | Relevant | Time-bound

Four: Accountability — Plan Follow-Up

Purpose • Strengthen ownership and support structures.

Key Questions

- How will you hold yourself accountable?
- Who else can support you?
- When will you check in on progress?

Tone & Posture Tips • Encouraging · invite client-chosen methods (trackers, partners, reminders)

Five: Closing — Celebrate & Confirm Next Steps

Purpose • Lock in learning, energize next actions, and end on a positive note.

Key Questions

- What are you taking away from today’s session?
- What will you do first?
- How will you celebrate progress?

Tone & Posture Tips • Affirm insights · express appreciation · schedule next meeting if applicable

Tone, Posture & Flow Tips (Quick Reference)

- **Stay neutral & non-judgmental**—hold space for the client’s agenda and pace.
- **Use pauses**—silence gives clients room to think deeper.
- **Listen more than you speak**—aim for an 80/20 listening-to-talking ratio.
- **Maintain curiosity & support**—ask “How?” and “What?” rather than “Why?” when possible.
- **Mirror language & emotion**—shows respect and builds rapport.