

# Coaching Relationships:

## CHANGING MINDSETS

### The Coaching Relationship Begins with a Strengths-Based Approach

#### STRENGTHS-BASED APPROACH

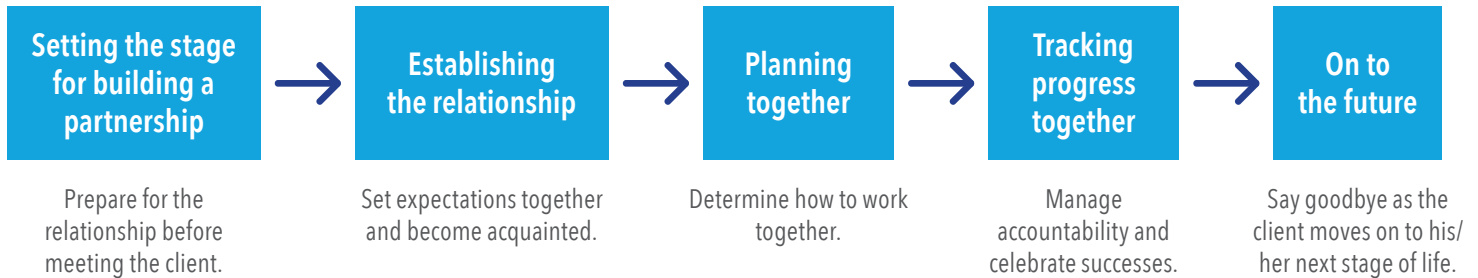
- Starts by identifying clients' strengths
- Focuses on future positive outcomes
- Caseworker supports client to identify the changes they want to make and find solutions

#### PROBLEM-FOCUSED APPROACH

- Starts by identifying problems
- Focuses on fixing the problems
- Caseworker finds the solutions to address the problems

### Stages of the Coaching Relationship

By focusing on a strengths-based approach you lay the groundwork for moving through the stages of a coaching relationship with your clients.



### The Coaching Stance\*

The coaching stance—or your mindset and way of being with clients—is reflected in how you think, feel and act in all aspects of your work, not just in individual situations.

	Think:	Feel:	Do:
Sharing in the effort with clients	How can I align the client's goals with what I think is important?	It's okay that I am nervous about getting on the same page.	Tell the client we are in this together.
Avoiding the position of "expert"	My clients are the experts of their lives.	I feel confident about my role.	Ask the clients to share what they know.
Exploring with clients instead of knowing the answers	We can do this together.	I feel great that I don't have to come up with all the answers.	Brainstorm solutions with the client.
Genuinely understanding the client's experience	I wonder why my client thinks this way.	I feel sad about my client's situation.	Acknowledge how the client is feeling.
Slowing down and giving clients time	I need to be patient with my clients. We'll get there.	I feel less anxious without this time pressure.	Help the clients break down their goal into small parts.
Keeping hope alive for the clients	I can see a positive future for my clients.	I feel hopeful about the current plan.	Talk with the clients about their strengths.
Using parallel process to coach staff and clients	My clients will listen better if I listen to them.	I feel respected and respectful.	Listen actively to what my clients say.

\*Adapted from Johnston & Brineman, 2005