

Closing the Session

TIME MANAGEMENT

During each call, it's up to you to keep an eye on the clock and let the client know when it's time to start wrapping up:

- *I'm noticing we have about five minutes left...*
- *We have ten minutes left. What would be the best use of our remaining time?*
- *Since we only have about five minutes remaining today, I'd like to suggest we save that topic to discuss next time so we can explore it fully. How does that sound to you?*

WHAT'S INVOLVED IN WRAPPING UP?

Summarizing the important points from the call, including change talk and specific action plans/steps:

- *How would you summarize our call today?*
- *What are your takeaways from our time together today?*
- Inviting the client to summarize is empowering, though on some occasions it may be helpful for the coach to summarize: etc: *Today we discussed your goal of A, which is important to you for reasons B, C, and D. You decided that you want to take Steps E and F in the next week and will track how you are feeling in your journal at least twice each day so you can see how it's working for you. What would you add or change?*

Clarifying any lingering questions, concerns, or details:

- *What needs to be clarified before we close?*

Affirming/validating the client's intentions, capability, and/or progress:

- *It takes a lot of courage to try something that's so new and different.*
- *You really engaged your creativity today while brainstorming ideas for maintaining momentum.*
- *I've seen how persistent you are once you set your mind on something, and your commitment to staying on track.*

What do these affirming and validating statements have in common?

- Specific, detailed, and genuine

- About client's intentions, efforts, strengths, ideas, character traits
- Not condescending or evaluative (i.e., you'll notice that none of the statements above follow the formula of: *"I'm glad you ..."* or *"It's nice that you finally ..."* or *"It's good you realized ..."* because those contain subtle put-downs)
- They don't contain cheerleading or coach judgment: *"I love that idea..."* or *"That's a great idea"*
- Present and future focused

SCHEDULING THE NEXT SESSION

Every few calls or so, inviting the client's feedback for improving future sessions:

- I'm open to suggestions you have for making our work together even more effective.
- What feedback do you have for me about our work together and how I could be more helpful?
- What is working well for you in our coaching? What changes would work even better for you?