

Learning Capture

Learning capture comes up throughout coaching, from the first session through closing the contract, as well as throughout each session. Below are examples of evoking questions you might use to facilitate the client's integration of knowledge and insight. The sample questions in each section are not restricted to those sections.

OPENING/ENGAGING

- What did you learn in your experiments since we last met?
- What was your greatest learning in the past two weeks?
- What strengths did you use to succeed in your goals?

FOCUSING

- What do you already know about this topic?
- How would you grow if this succeeded?
- What do you want to learn here?
- What new perspectives could you explore/stand in/engage in?

EVOKING

- How have you held on to the changes you've made in the past?
- What did you learn from that experience?
- When you faced that earlier challenge, what mindset did you adopt that saw you through?

PLANNING

- How will you track your success with this goal?
- What information or data would you like to gather from this experiment?
- What conditions have most helped you reach your goals and move forward?

CLOSING

- What are you taking away from this session?
- What did you learn about yourself in this conversation?
- What surprised you in our discussion today?
- How will you celebrate your wins?

Closing The Contract

Learning capture is an important part of closing the contract. When the client has completed the work they set out to do or has decided to end the coaching for the time being, it is important to facilitate learning and insight from their experience. (We also want to facilitate celebration.) Some of the questions we might ask toward this include:

- In reviewing your vision and long-term goals, how far have you come toward them? What are you still working on?
- What are the wins, accomplishments, changes, or new skills that have come out of this process?
- What strengths will you use to maintain the changes you've made?
- What is the most important discovery you have made about yourself through this work?
- How was the coaching experience for you? What are your observations about our coaching relationship and me as a coach? What did you want more/less of?
- What are you proudest of?
- What have you gained through the experience?
- What did you notice about yourself in goal setting? Accountability? Problem-solving?
- What does what you've learned mean for you going forward?

COMPETENCIES

A number of our competencies come into play around learning capture. The most obvious is Competency P.

P.—Facilitate the process of self-discovery, learning, and insight.

We also use others, including:

D.—Ensure the client's agenda, needs, interests, and preferences drive the coaching.

- Evokes from the client more details that support the client's self-discovery.

G.—Establish long-term goal(s) to be enacted in three to six months or by the end of the coaching agreement.

- Invites the client to consider how lessons learned from prior experience can be applied toward long-term goal(s).

H.—Establish or refine the client's short-term SMART goals or action steps for what will be accomplished between sessions.

- Invites the client to consider how lessons learned from prior attempts can be applied toward the next action step or short-term goal.

J.—Ask open-ended questions.

K.—Help the client explore and articulate their values, sense of meaning, and purpose.

- Asks questions and offers reflections that support the client's self-discovery of values, meaning, and purpose.
- Offers curious inquiry about discrepancies between what the client says, their values and beliefs, and their actions without judgement, blame, or evoking defensiveness or resistance.

O.—Discuss and honor the client's preferences for self-monitoring.

- Asks the client how they would like to be accountable and support the client in selecting specific accountability methods.
- Asks the client how they would like to track (self-monitor) their agreed-upon behavioral actions.

Q.—Prompt for, and amplify, positive resources (including past successes, qualities, strengths, and skills).