

Chris Baxter

From: Steve Lane [stevlane@ologybusiness.com]
Sent: 12 December 2005 09:17
To: 'Dave Pike'
Cc: Chris Baxter
Subject: RE: Coaching

Dave,

I have found Chris Baxter's coaching to be extremely beneficial from two perspectives. Firstly, as a new coach, understanding more about the structure and content of telephone coaching sessions - and secondly, as a result of being coached, I have made a few real lifestyle changes which I am finding very beneficial.

Chris used several of the coaching tools during our sessions, starting with the Personal Satisfaction wheel. His questioning style is very direct and challenging - causing me to think very carefully about my responses. Excellent use of probing questions... constantly asking things like "and what might the consequences of that be?" We had quickly identified four key areas which became my primary goals. He then used more powerful questions to really cause me to think about each of the issues (Insight). He was particularly skilled at making me think about 'Choices'... often using analogies to help me consider many options. Chris is obviously a powerful listener... constantly replaying things which I had said 'verbatim'. When it came to 'Actions' and 'Accountability', Chris used skilful questions to gain commitment to action and made it perfectly clear what was expected in terms of accountability.

As I said, I have made a number of changes in my life which I am finding beneficial... and with the help of Chris, these are starting to become habitual. Some of the core coaching competencies which were used effectively: Reflecting, Clarifying (lots of this), Powerful Questions (lots of these too), Reframing (using analogies and other examples), Requesting, Challenging, Support Structures (asked me to design a particular tracker and suggested ways that I could ensure it was used regularly). I have to admit that I am now regularly doing some things which, before coaching, I would never have done. An for a stubborn sod like me, that represents a significant achievement!

In terms of areas for development, it is not easy to suggest many because of my relative lack of coaching experience. I am aware that there is a very fine line between mentoring and coaching... and in a professional capacity (with Business clients) often more mentoring is needed. I feel that Chris has a very 'direct' style which is probably wholly appropriate for most business clients. And, while this style was not inappropriate for me (being a core D), it may need 'softening' a little for other styles... which I'm sure Chris is aware of.

Overall, a very informative, satisfying and productive relationship - thanks Chris!

Regards

Steve

Steve Lane
Business Advisor
Ology
39 Blackthorn Close, Bournville, Birmingham B30 1SB
stevlane@ologybusiness.com

Tel: 0121 4594812 Fax: 0121 4594812 Mobile: 07790 323321

Optimising Individual, Team and Business Performance
Visit us at www.ologybusiness.com/stevlane

28/12/2005