

The Art of Observational Feedback

What are you noticing about the COACHEE?

- e.g. their congruence, their words/actions vs their stated outcomes, their impact/first impression, patterns in their language/(more on language tomorrow)
- actions (enabling or potentially limiting)
- Body Language
- What's not being said / hidden /masked or
- What's the assumption that is being played out in a statement.
- 'As you said that I noticed that you 'made this gesture' 'pulled this face' which seemed out of kilter with the words you were saying'
- 'I notice that you are repeating this word/phrase/type of language (Give eg's) What do you think that means? How is that impacting how you see this?

What are you noticing about YOURSELF as COACH?

- your feelings/intuition (ref: the 7eyed model idea of transference/projection)
- 'As you talk this through, I notice that I am feeling x. Does that feeling resonate for you?'
- *Using your intuition*

'This might not be important, and it keeps popping into my head – my intuition is wondering whether... Does that have any meaning or resonance for you?'

