

Structuring a Health Coaching conversation

What is Health Coaching?

A Health Coaching approach involves having conversations that help people change the way they are seeing things, and supporting them to use their own resources in navigating towards their self-identified health and wellbeing goals.

Less of:
“Telling people what to do”

More of:
“Encouraging people to be resourceful”

A Health Coaching mindset

- People are experts in their own lives
- People are more resourceful than they think
- Focus on potential and share responsibility
- Raising awareness to increase responsibility
- Aim for an adult - adult relationship
- The quality of your listening affects the quality of the other's thinking

The key ingredients in a Health Coaching conversation

Active Listening

Being respectful and curious about the other person's experience

Goals

Exploring what the person wants to achieve and why it's important to them

Preparation

Reducing obvious distractions and planning how to have the conversation



Reflection

Using open questions to help the person explore and broaden their perspective

Ownership

Inviting the person to generate their own ideas about what can be done

Action

Encouraging the person to take small steps in their chosen direction

Staying Compassionate

- Be present
- Listen deeply
- Attend to feelings
- Acknowledge pain & suffering
- Accept people's reality
- Say encouraging words
- Acknowledge good intent
- Be kind & respectful
- Model compassion for colleagues
- Practice compassion for yourself

The most effective way to structure a Health Coaching conversation is by using the TGROW model

Topic

Gain clarity about important topics for the conversation. Find out what the person's agenda is and explain your role, while building rapport.

- What's important to talk about this time/today?
- What really matters to you?
- How have you been feeling?

Goal

Establish a shared understanding of the purpose of the conversation. Negotiate a specific goal or outcome to focus on that is meaningful for the person.

- What would you like to focus on for this session?
- What specifically would you like to achieve?
- What would that give you?

Reality

Expand awareness about what is currently happening by asking questions that support the person to think more about their situation and develop new insights.

- What is happening now?
- What has affected your experience of that?
- What else do you need to be aware of?

Options

Support the generation of ideas and preferences for moving forward. Share recommendations where appropriate and focus on developing choice.

- What could you do?
- What else do you think might work for you?
- Which of those ideas do you like best?

Will

Support commitment to a plan of action based on the person's choices. Encourage them to generate ownership and responsibility for moving forward.

- What ideas do you want to take forward?
- What specifically will you do?
- What support do you need?

Remember:

[Follow this link to a demonstration of the TGROW coaching model](#)

- Keep this guide close at hand so you can use it as a resource.
- The questions offered are just prompts to get you thinking, you'll know the right questions to ask for the situation.
- TGROW is broadly a sequential process, but it's fine to move around the model going back and forward across the stages.
- It's helpful to keep in mind the idea of supporting the person to increase their awareness about their situation, before you ask them to come with ideas and generate responsibility for taking action.
- While it's okay to provide supportive advice where appropriate, change is more likely to happen if the person feels they have a choice in what they do.

