

SECOND CALL PLAYBOOK — PERFORMANCE & MENTAL SKILLS (HFT CLIENT)

1. Opening Frame (2–3 mins)

- Start with one-session reassurance: you are comfortable beginning with a single session.
- Emphasise quality and depth over commitment or retention.
- State intention: today is about understanding how he operates under pressure.

2. Agenda (Brief)

- Mostly listening.
- Understanding drivers, thinking under pressure, and what ‘better’ means to him.
- Interrupt only to clarify patterns.

3. Motivation & Identity Exploration

Primary question: What's behind wanting to tighten this up now?

Follow-ups (if needed): unfinished business, pursuit vs outcome, best-version day-to-day differences.

Listen for external benchmarks, numeric identity, fear of plateau.

4. Metacognitive Pivot

Introduce focus on how the mind behaves under pressure.

Questions: What happens to your thinking when volatility spikes? After mistakes? Under time pressure?

Reflect patterns back without interpretation.

SECOND CALL PLAYBOOK — CONTINUED

5. Process vs Outcome (Light Reframe)

Affirm comfort with big goals.

Shift focus to processes that produce results sustainably.

Ask which parts of his process feel solid vs forced.

6. One-Session Philosophy (Explicit)

One session is acceptable given his drive and accountability.

Structure only exists to prevent staying surface-level.

If asked: outline simple structure — profiling, targeted skills, pressure application, review.

7. Assessment Bridge (Optional)

Position tools as performance maps, not tests.

Mention attention and decision-making under pressure only if relevant.

8. Close

Ask what feels most useful to explore next.

Return control to the client.

No urgency, no selling.

Internal Rules

70–80% listening. No diagnosing. Mirror before reframing. Curiosity over cleverness.

North Star

Help him move from inherited scoreboards to a self-authored performance system.