

ROSA

Rapport = connection

Result

Roots = value, self-awareness

ROSA 1.0

Reality = current situation

Objectives = what do you want?

Solution = How? Great, what else?

Action = What will you do?

Coaching definition: Helping people to think

developing

challenging - asking hard questions

supporting - do not judge, building trust

coaching agreement - expectation

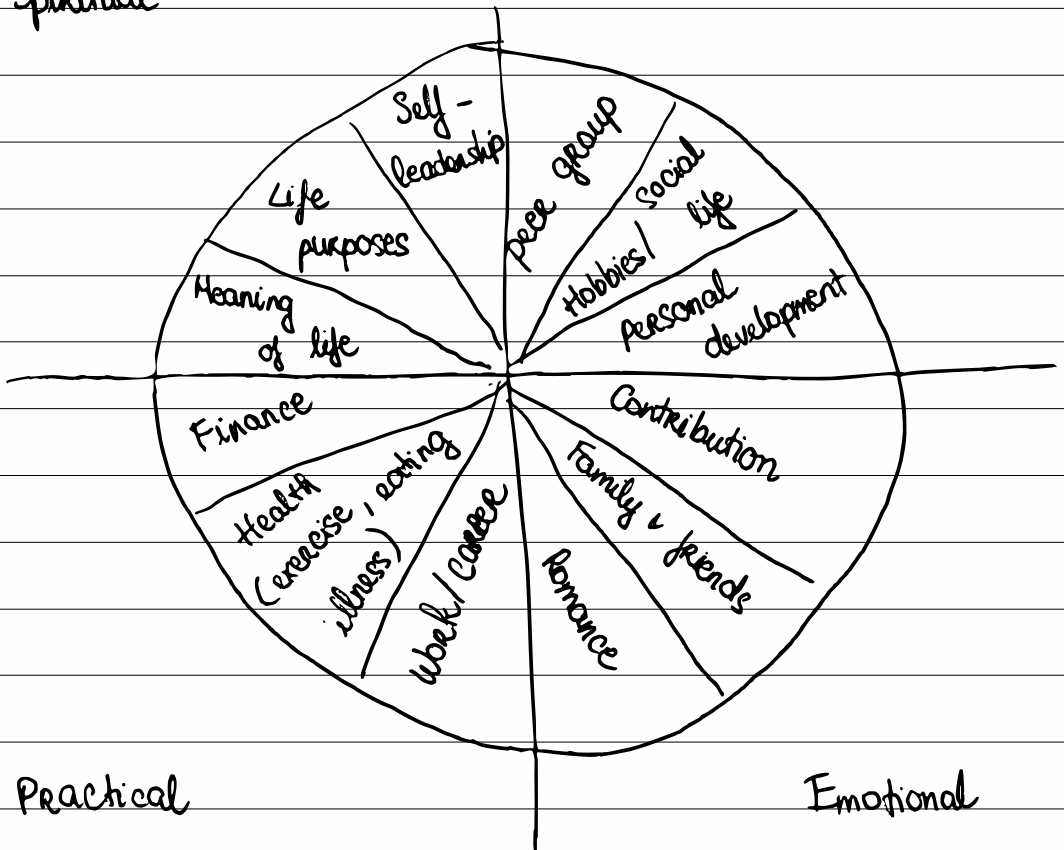
Presuppositions

- Action - in order to understand, you must take action
Respect - the map is not the territory
Question - the coach has questions & client has answered

REALITY - getting to know the clients
- pizza of life

Spiritual

Mental



Pessimistics → say something positive about the situation
Optimistics → negative

80/20 rules

What is current situation?

Concrete example

Objectively through facts

Asks : who / when / how / where

[Avoid : why] ⇒ What makes it so important?

OBJECTIVES

GURU : so big objectives that there's a voice
say it's impossible

Leverage

BABY
BABY

: so small small objectives that you
are sure you can make it

GURU → fear generate energy

Measurable

Emotional

Timeable $\begin{cases} \text{frequency} \\ \text{deadline} \end{cases}$

Achievable

+ positive

SOLUTIONS - Paradigm shifting

Obvious ideas

- Interesting ideas

- Creative ideas

Allow the obvious

Ask for more ideas

If you give me X ideas, I'll give you 1 for free

ACTIONS

5 / 3 / 2 / 1

What exactly are you going to do?

Who?

When?

★ Which solution has power?

Building Rapport

Natural instinctive reactions $\left\{ \begin{array}{l} \text{Flight} \\ \text{Freeze} \\ \text{Fight} \end{array} \right.$

Relationship of Trust then Influence
—— Empathy —— Admirability

Feel it \Rightarrow Grasp it \Rightarrow Do it

Level 1

Presence & Partnership

- fully being presence
- pay attention to details

Level 2

Posture & Phrasing

- mirror posture
- use the same phrasing

Level 3

Probing & Patience

- probing = way to ask question
- actions, goal & future oriented questions
- prevent questions with negative assumptions
(balance with positive questions)
- 1 question at a time
- leading questions (avoid asking with assumption they should do something)

SOS questions

- + Tell me more about xyz
- + Repeat the same thing
- + What does xyz mean to you?
- + What's the question that you should be asking yourself?

Level 4

Perceptual Positions

- putting into other's shoes

♥ Emotional

- how things feel

micro \Rightarrow macro

- depth of emotions

- empathy

♥ Mental

- look at the world objectively

macro \Rightarrow micro

- wants to have the right answer

♥ Spiritual

- values & identity

macro \Rightarrow macro

- abstraction, look at the world through meanings

♥ Practical

- details & planning

micro \Rightarrow micro

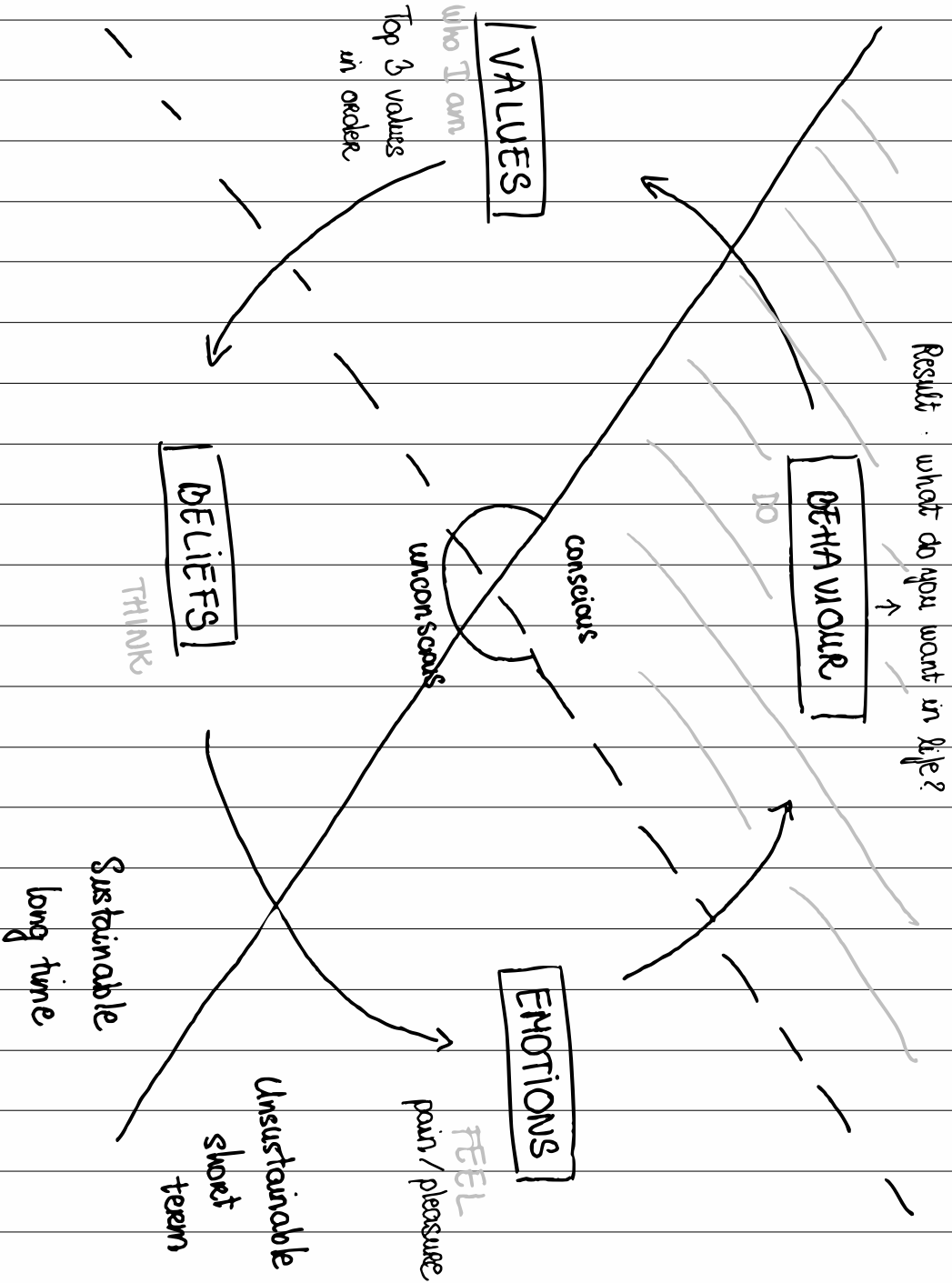
- what does it mean in practice?

- concrete examples

Level 5

Person to person (hard to achieve)

MAP OF THE WORLD



Situational coaching → DO / ROSA 1.0

Remedy coaching → FEEL / listening

Transformational coaching → THINK / ROSA 2.0

Holistic coaching → ROSA 3.0

