

What To Say To Your Client

100 HELPFUL PHRASES AND QUESTIONS TO SHARE AS YOUR COACH

1. Encouragement

- ▶ You're doing great! Keep going.
- ▶ You've got what it takes.
- ▶ Stick with it, especially now.
- ▶ Don't even think about giving up.
- ▶ I believe in you and your ability to reach this goal.
- ▶ It will get better!
- ▶ Whenever you try something new, surprises happen.
- ▶ I am here for you.
- ▶ Don't listen much to the naysayers.
- ▶ Whose opinion matters to you most?

2. Empathy

- ▶ I know exactly how you feel.
- ▶ I am so sorry to hear that.
- ▶ It must be frustrating.
- ▶ That's terrible news!
- ▶ How are you handling that?
- ▶ How are you feeling right now?
- ▶ What would you like to hear right now?
- ▶ We'll get through this.
- ▶ When's the last time you were this challenged?
- ▶ How can I help?

3. Challenge

- ▶ Your attitude sucks.
- ▶ When will you reach the goal?
- ▶ Try doing it this way.
- ▶ You are not being responsible.
- ▶ This situation is not okay with me, as your coach.
- ▶ Stop doing that!
- ▶ Why is that happening, do you think?
- ▶ You need to face this head on.
- ▶ Make this your first priority.
- ▶ You can do better than that.

4. Clarification

- ▶ Where did you learn that?
- ▶ What is the truth in this situation?
- ▶ Why is this happening to you?
- ▶ How do you know that for sure?
- ▶ You sound surprised by this.
- ▶ How long has this been going on?

- ▶ What's most important to you right now?
- ▶ Is that a need or a want?
- ▶ What's the worst part of the situation?
- ▶ What's the source of the problem?

5. Refocus

- ▶ Why won't you let go of this?
- ▶ Let's focus on what is working.
- ▶ You have special skills that can be developed.
- ▶ Let's change the focus.
- ▶ You're stuck on this goal; let's find a better one.
- ▶ What do you want most?
- ▶ Which of your resources isn't fully utilized?
- ▶ Assume the worst. Now what?
- ▶ Assuming life is perfect, what's the lesson?
- ▶ What's an easier approach to take?

6. Strengthening

- ▶ Is this solvable?
- ▶ Fixing your cash flow is the first priority.
- ▶ Your integrity is weak.
- ▶ You sound tired.
- ▶ Your boundaries are weak.
- ▶ What's your #1 character flaw?
- ▶ Let's work on your selling skills.
- ▶ Do you know how you come across?
- ▶ Your standards are too low.
- ▶ The Team 100 Program will solve that.

7. Personal Development Programs

- ▶ Let's work on the Clean Sweep Program.
- ▶ What are your values?
- ▶ How strong is your Personal Foundation?
- ▶ Let's buff up what you have.
- ▶ Have you heard about the Attraction Principles?
- ▶ The Zen of Attraction?
- ▶ You need more space, not time.

- ▶ What gives you pleasure?
- ▶ Simplify your life.
- ▶ The NeedLess Program!

8. Expanding

- ▶ Are you up to this?
- ▶ What is your vision?
- ▶ Describe your ideal life to me.
- ▶ Is this solvable?
- ▶ What motivates you in general?
- ▶ You need to think a lot bigger.
- ▶ How would an expert handle this problem?
- ▶ You need a clear strategy.
- ▶ What's the ultimate outcome?
- ▶ What kind of person do you want to be?

9. Evoke

- ▶ Tell me more about that.
- ▶ What are the options here?
- ▶ If there was a solution, what would it be?
- ▶ Snap out of it.
- ▶ Why are you so rigid and resistant?
- ▶ How do I reach you?
- ▶ Why are you tolerating that?
- ▶ What part of you needs to be reached?
- ▶ Tell me what to do.
- ▶ There's a truth that needs to be said.

10. Action

- ▶ What's the first step to take?
- ▶ Are you ready to get to work?
- ▶ Hang up, do that, and call me back in 20 minutes. What's next?
- ▶ What's the single daily action to take?
- ▶ What should you stop doing?
- ▶ What do you need?
- ▶ Who can you ask for help?
- ▶ What's the most pivotal thing you can do?
- ▶ What will you get done in the next hour?
- ▶ How can I coach you even more effectively?

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