



EYE 1: The Client and Coaching Issue

“ ‘Bringing the Client into the Room’ and Exploring the Coaching Issue”

AIM: To help the Coach to pay attention to details about the client, their life and how they show up in the coaching session.

What was your very first impression of this client?

Notice: Physical structure, mannerisms, body language, beliefs & background

What stands out for you about this client now?

What strikes you about the issue they are presenting? (e.g. is this the real issue?)

What brought them to coaching?

Who set up the coaching?

Who else might be involved in setting up the coaching assignment?

What might you and the client need to pay attention to about their intentions/expectations?



EYE 2: The Coach's Interventions

"Exploring the Coach's Intervention and their Impact"

AIM: To increase the supervisee's (Coach's) choices and skills in intervention

What did you actually do in this session? (Do you know?)

What do you notice about your interventions?

When? (timing can be important – too soon?, opportunity for impact passed?)

How? (too strong? too tentative?)

What did you avoid doing or saying?

What alternative strategies would be possible?

What tools or models would you like to have used but stopped yourself from doing so? What was that about?



EYE 3: Exploration of the Relationship between Client and Coach

“Exploring the Dynamics in the Relationship between Coach and Client”

AIM: To help the coach become more aware of the dynamics (conscious and unconscious) operating in the relationship

How did this coaching relationship begin? *“the very first conversation holds the seeds of the whole relationship” (Monica Ross)*

What qualities do you notice in it? (For example: warm, cold, close, distant)

How does this relationship move? (For example: together, like a dance, awkward, one always leading?)

What are you taking on that belongs to the client? (For example: expert role...)

How much of the work are you doing? How much work is the client doing?

What have you done to create a working alliance?

What metaphor might describe this coaching relationship?

To what extent do you feel you are free to bring all of you as a coach to this relationship?



EYE 4: The Coach

“Increasing the coach’s awareness. Exploring how the coach is consciously and un-consciously affected by this client”

AIM: To increase the coach’s capacity for engaging with their clients and to use their responses to their clients more effectively.

Who are you in this coaching case?

What happens internally in you when working with this client? (For example: anxiety? frustration? Other physical sensations?)

Who might this client remind you of? So what?

How do you behave in relation to this client?

How comfortable are you with not knowing what to do or say to this client?

What ego states (Parent, Adult, Child) do you feel invited into when working with this client?

What assumptions might you be making about the client/the situation?

Can you claim to like and respect this client?



EYE 5: Parallel Process (Supervisory System)

“Using the Reflective Partnership Relationship to create more Awareness about the Coach-Client Relationship”

AIM: Using the Supervisory Relationship to create awareness of hidden dynamics between coach and client. Your thoughts, feelings and wants right now in this exercise which is our supervisory space.

How free do you feel to bring up / notice and write down “difficult issues”?

What are you noticing just on the edge of awareness but have not yet articulated?

What would you like to change about this activity right now?

What is similar in this space to what happens with your client?

What feelings/thoughts/ bodily sensations are coming up for you as we work together?

What images /metaphors arise about our relationship?



EYE 6: The Supervisor/Reflective Partner

“The Supervisor’s Use of Self as a Resource to Offer Additional Data/Awareness to the Coach”

AIM: To use the here and now experience of the Supervisor within the supervision session to create new awareness for the coach about the coach-client relationship

Supervisor shares his or her “here and now” experiences with coach to create inquiry. (For example: While you have been talking about X, I notice myself feeling very frustrated)

I am not actually feeling frustrated with you so could I be picking up your frustration with X?

I keep getting a picture in my mind of..... does this have any resonance with you in relation to your client?

I notice that I am feeling quite switched off for the past few minutes, in my experience this usually means that there is an element of hiding something or avoiding?

What might you be avoiding in your relationship with your client?

What behaviours/ qualities/ways of working do I model for you as a Supervisor that could be useful to bring to your coaching?

Based on 7 Eye Cards Developed by ©Monica Ross, 2011



EYE 7: The Wider System

“Looking at how the coaching relationship, the client and their outcomes are impacted by other stakeholders, the organizational context and the wider system”

AIM: To explore the impact of the context in which the coaching takes place and its impact

Who else is connected to the client?

What other stakeholders do we need to take into account in this contract?

Who is the sponsor? Who is paying for the coaching?

What agreements have been made around confidentiality/feedback?

What factors are going on in the client’s family/work? What is going on in the client’s organization? (For example: the business / executive coaching context)

What other factors might be playing a part? (Think: P. E. S. T. L. E.’ political, economic, social, technological, legal, environmental)

In what ways might your client’s issues be representing the energy of his/her system?

What unconscious level of systemic influences might be at play? *For example: how is ‘place’ and ‘role’ honoured in this organizations, or how is change handled or a healthy balance of exchange created?*