

# Coaching practice: Common questions

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**The role of a financial coach is not to solve a client's problems for them, but to work with the client to find possible solutions together. Ultimately, it is the client who needs to take action, with the encouragement of a coach and accountability to the coaching relationship.**

It is not uncommon for clients to expect that the coach will simply tell them what to do. If you are used to working in a case management position or have previously been in an advice-giving role, this can feel like the easiest way to approach the conversation.

However, this is ultimately not what the coaching relationship is for. A coach enables the client to find the answers that are best for them, given their situation and resources available.

## **"Just tell me what to do!"**

Below are some alternative ways you could respond to the statement "Just tell me what to do!" What other ways can you think of, which would advance the coaching conversation and help the client to shift their mindset?

- "How would you feel about sitting down and talking about some places to start?"
- "What step would you be most confident to take next?"
- "Would you be open to taking a look at your money coming in and going out?"
- "What's causing you the most stress right now? We could brainstorm together some different ways you could approach that."

What other ways can you think of to continue the conversation?

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### **TIP**

Don't go beyond your expertise, or go beyond the limits of your role. If a client is in genuine need of direct advice or crisis support, such as in matters relating to health, housing, or legal matters, then these needs will likely need to be addressed first before continuing coaching. As the coach you can support with a trusted referral to other types of support.

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