

# Coaching practice: Common questions

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**One of the most important parts of the financial coach's role is to raise awareness about their financial situation, where they would like to be, potential goals and actions a client could take, and also about the resources and opportunities available to them.**

Depending on the client's situation, they may be coming into the conversation with a lot of stress, negative assumptions, or cynicism. In situations like this, one of the most valuable things a coach can do is listen, encourage, and help the client shift their mindset towards a positive, open-minded outlook.

This can take time, but will ultimately have a big 'pay off' if the client can find ways to tap into their own resourcefulness, capabilities, and strengths.

## **"There's no point, it won't make a difference!"**

Below are some suggestions for ways you could respond to this type of statement, as a coach. What other ways can you think of, which would advance the coaching conversation and help the client think of ways they could

- "What can you tell me about the steps you've already tried in the past? Maybe there's something we can learn from that."
- "How about we look at where you're at right now? Sometimes it can help to just see where you're starting from."
- "What's one thing you'd like to talk about today? We can use our time today however you would like."
- "What type of support, or new skills, do you think would help you to make a change?"

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

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### **TIP**

There may be times when a client has genuinely already tried all the financial steps they can think of, and they have few options left for either income generation or money management. As the financial coach do your best to offer acknowledgement and support for the efforts they have already made, and encourage them to keep using the strategies that will serve them best in the future.

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