



HANDOUT 14.1

CAPE and Skills in the Opening, Closing, and Four Tasks

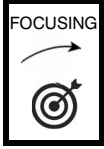
Session Opening	
	<p>Time management is the coaches' responsibility (ICF Competency 3). The opening sets the tone for the session and invites engagement. Before the session, a good practice is to gather yourself and become calm, curious, and mindful.</p>
CAPE	<ul style="list-style-type: none"> • Compassion is demonstrating a calm presence so you can listen to your clients and focus on their needs. • Acceptance is appreciating the inherent value of clients and reflecting this in your nonjudgmental tone. • Empathy demonstrates your attempt to understand your clients' perspectives. • A partnership is established from the start.
SKILLS	<ul style="list-style-type: none"> • Simple, positive-focused open questions engage clients. • Open questions explore clients' current states and ask about something positive, or progress made on the goals from the previous week(s). • Reflections can highlight efforts and successes so far. • Reflections can highlight clients' positive traits and characteristics.


Engaging	
	<ul style="list-style-type: none"> • Your main purpose is to understand clients' dilemmas and perspectives. • Empathic listening conveys your desire to understand your clients. • Reviewing previous goals can point to what's important for the session. • Clients explore without a particular direction. The circular arrows depict the lack of directional focus just yet. • Appreciating clients' experiences and positive qualities is key.
CAPE	<ul style="list-style-type: none"> • Compassion, acceptance, partnership, and empathy help build a nonjudgmental space for clients to explore their own experiences and wisdom.
SKILLS	<ul style="list-style-type: none"> • Open questions help to understand clients' dilemmas, perspectives, current states, and energy. • Affirmations can engage clients, demonstrate empathy, and show understanding of the clients' challenges. • Reflections invite clients to keep going and engage in self-reflection. • More reflections than questions help to invite clients' exploration. (A good ratio is two or three reflections per one question in engaging.)

(continued)

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CAPE and Skills in the Opening, Closing, and Four Tasks *(page 2 of 3)*

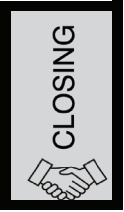
Focusing	
	<ul style="list-style-type: none"> • A collaborative approach helps to find and clarify agreed-upon goals. • Engaging skills continue. • A gentle guiding approach can help to focus and refocus the conversation. • Focusing lays the foundation for later evoking and planning tasks. (Note the directional arrow.)
CAPE	<ul style="list-style-type: none"> • Compassion emphasizes clients' goals are aligned with their values and desires. • Acceptance conveys that the decisions rest with the clients. • A partnership helps negotiate the question "Where are we going?"
SKILLS	<ul style="list-style-type: none"> • Open questions invite clients' ideas for a focus. • Affirmations spotlight past successes, efforts, and positive characteristics. • Reflections demonstrate understanding and can invite exploration. • Summaries can help to narrow the specific topic or path after exploring broader possibilities.

Evoking	
	<ul style="list-style-type: none"> • The heart of MI-consistent coaching; the middle of the session. • Each client's "why?" is explored. • Ambivalence is often expressed with a mix of change talk and sustain talk. • You listen for change talk, invite more of it and strengthen it. • Clients consider and articulate their considerations of "why."
CAPE	<ul style="list-style-type: none"> • Compassion intentionally respects clients' personal choices for change. • Acceptance acknowledges their right to choose what is best for them. • Partnership honors their ideas and motivations. • Empowerment calls forth what is already there, instead of installing what's missing.
SKILLS	<ul style="list-style-type: none"> • Evoking helps clients explore the desire, ability, reason, and need to change as well as the commitment language for taking action (DARN CATs). • Reflections on change talk strengthen and encourage more of it. • Imagining extremes, exploring values, looking forward or back, or scaling questions evoke more change talk. • OARS used directionally can evoke change talk and forward momentum. • Change talk is maximized, and sustain talk is softened. • Seeds of ambivalence can be planted if there is little to evoke.

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Planning	
 <p>PLANNING</p>	<ul style="list-style-type: none"> • Planning is an extension of evoking. • The conversation moves from broad ideas to specifics of the plan. • Planning is a negotiation, not a prescription. • Refining the details of the plan is a collaborative process. • You offer any concerns about the goals (with permission) if needed.
CAPE	<ul style="list-style-type: none"> • Acceptance acknowledges the needs and rights of clients to choose and create their own solutions. • Partners negotiate a feasible plan and share information with the ask–offer–ask method. • Clients are empowered to draw on personal strengths, resources, and ideas for making a change.
SKILLS	<ul style="list-style-type: none"> • Open questions are about doing. • Open questions can evoke hope and confidence (ability) if it is low. • Evoking skills ask about clients’ ideas for how and what to do. • Affirmations of successes, efforts, and positive qualities build confidence. • Reflections invite exploration of how clients want to move forward. • Brainstorming can help clients who seem stuck. • Reframing for an “experiment” mindset can help reduce the perception of “failure.” • Language such as “might” instead of “should” can emphasize autonomy.

Closing	
 <p>CLOSING</p>	<p>A good closing is not rushed but echoes the calm and unrushed presence you conveyed at the start. Make sure to allocate enough time to summarize the plan and express appreciation for clients’ work. Capture progress by asking an open question about clients’ takeaways, learnings, or insights.</p>
CAPE	<ul style="list-style-type: none"> • Compassion is making sure the session meets clients’ needs. • Acceptance is appreciating and affirming clients’ efforts and work. • Partnership checks in to see if clients’ agendas were met. • Empowerment is conveying your confidence in clients’ abilities.
SKILLS	<ul style="list-style-type: none"> • Summarizing can clarify the agreement and allow clients to make any adjustments. • Open questions ask about any learnings, insights, and growth in the session. • Affirmations spotlight clients’ work and efforts. • Confidence and belief in clients empower clients to carry out their plans.