

# Coaching Insights with Pamela Stone

## Transcript

## Appearing

In order of appearance:

1. MAJ David Stephens
2. Mrs Pamela Stone

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## Transcript details

- MAJ David Stephens Pam, tell me, what are your top tips for coaches?
- Mrs Pamela Stone Well, I'd like to give some tips, firstly, about beforehand. ADFA has some fantastic tools that are available through this coaching program. So I would really highly recommend that everybody take some time to sit down and actually read through the SOP, read through the tools that are actually available because there's so much work that's been put in to those resources that are available for them.
- Mrs Pamela Stone My next tip is that during the course of the coaching sessions is to use reflective listening, to actually reflect back and ensure that you accurately have heard what it is that you think you've heard. So one of those, one of the skills is that or one of the questions that I use is so this is what I've heard from you.
- Mrs Pamela Stone Check in, make sure that that is the right thing. My next tip is to be in the moment. Be prepared, but be okay that the session and the conversation goes in a completely different direction. That's okay. And give yourself permission, to let that happen.
- MAJ David Stephens Great. Tell me, what does success look like for you as a coach?
- Mrs Pamela Stone Success for me is when I ask the question of the coaching counterpart, 'What have you got out of this session today?' And I can actually have them repeat back to me something that actually really means something to them, something that they've actually really been able to resonate with. That's what success means to me.
- MAJ David Stephens And yeah. Do you experience that sort of success in every coaching session?



- Mrs Pamela Stone No, I don't think I think sometimes some people need to be able to go away and actually have a think about that. And so what I do like to do is to actually ask them to go and have a think about that. If they are unable give you that in that particular session and that gets in some things to think about between now and what the next session is.
- MAJ David Stephens Great. And what does it mean for you, Pam, to be an effective listener?
- Mrs Pamela Stone For me, its about being curious about what it is that you're being told, really being in the moment, be there. Allow all of the other distractions that are in your life. We're all busy people with all the things that are going on. But when you commit to being in that moment and really hearing and concentrating and being curious about what it is that you've been told, then you'll really be able to be an effective listener.
- MAJ David Stephens And practically, what does that mean? What do you do to prepare yourself to be there in that moment, as you put it.
- Mrs Pamela Stone Make sure that you don't have other distractions. Make sure that that is the time that you've allocated is the time that you're actually there for the Training Officer. Make sure that they are actually you have done the same thing as well because they're busy as well. So I think if you if you do that, then you're on the way to being a really good listener.
- MAJ David Stephens Thanks Pam.

