

Ambiguity: The unwillingness to make a decision; indecision.

Attitude: The finalized thoughts and feelings that you access to determine your actions.

Behavior Beliefs: The thoughts including concerns and positive ideas that you have about a new behavior or new actions that you may need to take.

Behavior: The actions you take in any particular circumstance.

Behavioral Science: The study and knowledge of human behavior including actions, thinking, beliefs and emotions.

Bitterness: The bad feelings you have internally about past experiences.

Calibration: Measuring the distance between two places.

Coach: The person responsible for guiding and managing the conversations with the coachee/client.

Coachee: The person who is looking for new ways of thinking about possibilities and new ways of acting upon possibilities.

Creating a context for results: Managing a conversation in such a way that the coachee starts or continues to participate in their Point B.

Coaching: A series of conversations with at least two people involved. The objective is for the coachee to achieve new results in the areas discussed during the duration of the coaching relationship.

Control Beliefs: The thoughts and ideas about yourself, especially in regard to your goals and potential.

Despair: The awareness that there is a breakdown between what you want and what you have.

Faith: A way of relating to the future that causes you to be hopeful and confident and to act upon your potential, opportunities and possibility.

Fear: A way of relating to the future where the images in your mind cause you concern and worry, and eliminate your confidence and ultimately keep you from participating in that area of your life.

Forgiveness: The ability to not let a past offense or event determine how you participate in the present.

Hope: A confident expectation that the future is positive.

Identity Conversations: The conversation that you have with yourself, questioning your ability to act upon your own possibilities.

Intentions: The internal conversations you have with yourself about your goals that determine your actions.

Internal Conversation: The thoughts and internal dialogue you have with yourself.

Making Distinctions: Creating two or more ways of looking at the same situation.

Mandate: The objective or desired outcome of the coaching process; also known as Point B.

Normative Beliefs: The thoughts you have about what actions are acceptable in your environment, company and culture.

Ownership: The personal commitment including thinking and acting upon to a stated outcome by an individual or team.

Participation: All the required focused actions of engaging or pursuing your goals.

Playing not to Lose: Choosing to participate in a way such that you protect what you have already achieved.

Playing to Win: Choosing to participate in a way that you will achieve your goals.

Point B: Your goals or potential; mandate.

Responsibility: Participating into (responding to) your abilities (competencies and potential).

Risk: The willingness and actions to achieve new results, without any evidence before you act, that you will be successful.

Self Awareness: The moment you are able to honestly hear your internal conversation clearly. This includes your hopes, fears and other thinking.

Self-Limiting Belief: A way of thinking about something or relating to something that causes you or others to stop participating or change your goals. It usually is accompanied with a level of fear.

Self-Talk: The conversation you have with yourself that you think others want to hear. This conversation is one you have internally edited to be acceptable to others.

Soul Talk: The honest conversation you have with yourself that is unedited and raw. It has not been edited to meet what you believe will be others' approval.

Subjective Norm: The thoughts you have landed on personally regarding how you personally should or should not act in your own environment among your co-workers and others that you think are role players in your world.

Sustainability: The ability to continue action, participation and new thinking.

Transformation: The process including developing new thinking, new goals and new actions; moving from Point A (your current reality) to Point B (your preferred future reality).

Understanding: The ability to see things/possibilities in a new way.

Unfinished Business: Any task, conversation or promise to self or others that is incomplete.