

Code Word	Parent	Text	Level	Added	Modified
GOAL	None	Yes	1	04/08/18	05/01/21

These are passages relating to goals. They include long and mid term goals out of session and also short term goals for within the session.

GOING BACK	None	Yes	1	04/05/21	04/05/28
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These are time when the coach actively redirects the conversation in a direction that she feels is important. Sometimes they are places where the coach is calling attention to a specific area that must be addressed.

GUIDE OPTN	None	Yes	1	04/05/28	04/05/28
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These are segments where the coach is asking a very difficult question and seeks to help the client without putting words in their mouth. This is accomplished by offering the client several, similar options and allowing them to choose one and embellish it on their own.

INSIGHT	None	Yes	1	04/05/18	05/01/18
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Insights that the client has about themselves and, others, and also insights offered by the coach about the client, and others.

QUESTION	None	Yes	1	04/05/18	04/05/28
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Rhetorical Questions - provoke thought and insight. Genuine Questions - require answers and thus force the client to verbalise partially formed insights and also facilitate the making of plans for the future. In either case these questions are very important because they put the responsibility on the client to continue the conversation, but still allowing the coach to guide the session. They also allow the coach to check and see if she has understood something correctly.

REFLECTION	None	Yes	1	04/05/18	04/09/16
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Coach is showing understanding and interest by repeating what the client has said and adding her own views. These statements of understanding also promote further thought by the client. Also includes phatic utterances like 'uh-huh' and 'ok'.

REPETITION	None	Yes	1	04/05/18	04/05/18
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