

A LANGUAGE COACH'S GUIDE TO WORKING WITH LEARNERS ONLINE IN TURBULENT TIMES

E-book from the International Language Coaching Association at
<https://internationallanguagecoaching.com/>



ILCA
International Language Coaching Association

KEEP IN MIND

Do not probe and pester, ask discreetly, let learners share only what they want – don't open a can of worms if your intent is to create awareness and positivity.

Keep your questions as reserved as possible – do not intrude – you do not go what is going on in your learners' lives.

If you ask, be interested and show genuine curiosity with the way you ask: your tone, eye contact and gestures. If you are making notes and looking down while asking *How are you doing?* it will give a mixed message.

ALSO KEEP IN MIND

Asking questions with a coaching mindset will enable you to uncover feelings, attitudes and beliefs your learners are experiencing without distressing and finding specific solutions.

Your learners may be grateful for the opportunity to have these acknowledged and will not be in need of further support, advice criticism or judgement from you or peers. This is your responsibility.

Stay positive and rooted in reality – do not invite *What if* scenarios.

Connect the current situation and your learners' goals and find common ground without getting bogged down in discussions on problems and situations your learners have no control over.

QUESTIONS TO BUILD TRUST, RAPPORT AND MAINTAIN A FRIENDLY RELATIONSHIP BETWEEN YOU AND YOUR LEARNERS

Contextualise the questions following. ... and never forget that a smile and humour will be your best friends.

STARTING THE LESSON

What have you brought to this lesson today?

What would you like to leave outside the space of today's lesson?

Has anything relevant to our lesson happened with you that you think you could share with us?

Is learning English /... language/ helping you now? Is there anything else that might help you now?

What is a strength you can rely on in today's lesson?

GENERAL TAKEAWAYS AND LEARNING POINTS

What is the major teaching of the current situation that you can build into your approach to learning?

What is the major teaching of the current situation that you can build into your approach to learning?

Can you think of any takeaways from your learning strategies to adopt in the current situation?

RESOURCES

What is giving you strength to focus on your studies now?

How are you supporting your learning environment?

Can you do anything else to increase your learning focus?

What is the best thing you can think of related to your learning experiences?

Can you think of someone who can support you in your learning you haven't turned to yet?

GOALS & BIG PICTURE

How do you see our lessons currently?

Do you see yourself as on track or is something missing?

Where do you see your learning leading you?

Where do you see yourself in 3 months?

How can your learning goals be aligned with other goals you have planned?



YOUR QUESTIONS

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