

Heron's Model for facilitating thinking and new directions

	Approach	Description	Impact	Example
A	Prescriptive	Directs current or future behaviour & prescribes action	New direction	"you need to cut overheads immediately"
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R	Informative	Imparts knowledge, information or meaning – by interpreting or clarifying	New data	"here is a methodology you might find useful"
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V	Challenging	Raises consciousness about something they are relatively unaware about – directs feedback	New awareness	"I experienced your answers to the client as evasive"
E				
F	Cathartic	Invites emotional expression or release of tension	New expression of feeling	"What would you really like to say to Albert?"
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C				
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I	Catalytic	Listening , using open-ended and enabling questions to encourage self – directed exploration	New thinking	"Can you tell me some more about that?"
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V				
E	Supportive	Affirms the worth & value – expressing positive feelings, affirming, validating	New confidence	"That meeting must have been very difficult for you"

This model is used extensively by Mandy while coaching others and when developing others to be more effective coaches. Try it and see how it feels and assess the impact you have on others and the quality of the information you gather.

Purpose is our direction in life: passion takes us there.

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