

Table of Contents



Foreword	<i>vi</i>
Overview	<i>vii</i>
Introduction	9
1 Coaching by Definition	11
<i>What it is and what it is not</i>	
2 Coach's Characteristics	19
<i>Skills and competencies coaches must have</i>	
3 Coaching by Comparison	23
<i>The relationship between coaching and other leadership styles</i>	
4 Coaching by Design	31
<i>The DRAW Coaching Model</i>	
5 Coachable Characters	41
<i>Practical case studies</i>	
6 Coaching Through Conflict	59
<i>The OASIS Conflict Resolution Model</i>	
7 Coaching Track Record	69
<i>Staying the course</i>	
Wrap	73
About the Author	74
Index	75