

Definitions

Tell	Consult: An expert provides advice, opinions, information and recommendations to client <i>A tells B to do X</i>
>	Mentor: An expert provides advice, information and personal experience to client <i>A tells B what happened when A did X</i>
Show	Train: An expert instructs and teaches client and ensures transfer of knowledge and skills <i>A teaches B how to do X</i>
>	Therapy: An expert guides client through process of self-understanding and -awareness <i>A helps B understand why B does or doesn't do X</i>
Explore	Coach: A partner accompanies client through a process of identifying, accessing and increasing the client's inner knowledge, experience, resources and motivation <i>A partners with B as B determines what to do and how to do it</i>

Comparison

Area	Consulting & Training	Coaching
Expert with "the answers"?	Consultant / Trainer	Client <i>(Coach is expert only in the process)</i>
Perspective re: client	Lacks knowledge, skills, abilities, experience	Naturally creative, resourceful and whole
Power & Authority	Held by Consultant / Trainer	Shared by Coach and Client
Relationship	Hierarchical: Client down a level	Partnership: Both on equal footing
Communication, general	Client on need-to-know basis	Transparent
Communication, specific	Telling	Asking (inviting discovery) Requesting (permission)
Goals	Set by Consultant / Trainer	Set by Client <i>(Coach's goal: Client increase own resourcefulness)</i>
Decides session topic	Consultant / Trainer	Client
Who runs the session	Consultant / Trainer	Coach and Client
Process	Planned, linear curriculum	Creative, often non-linear exploration
Approach to change process	Information-giving model: Education > Ability testing* <i>*by Consultant / Trainer</i>	Action-learning model: Implementation > Evaluation* of practice & results <i>*by Client</i>
Habits development	Client presumed to develop recommended habits on own	Client develops self-selected habits through practice and accountability