

Sources for Paraphrasing

Use this tool first as a reference to see how experts in the field speak about the skill of paraphrasing. Second, use it as a teaching tool to show what the options are for different kinds of paraphrasing and how coaches can differentiate a response, depending on what the person needs.

Source	Key Topics		
<i>Results Coaching Next Steps: Leading for Growth and Change</i> by Kathryn Kee, Karen Anderson, Vicky Dearing, and Frances Shuster (2017)	Acknowledging the Struggle This type of paraphrase is especially effective when emotions are high. It acknowledges and shows an intent to “see” and “hear” the person—the person themselves (who) and the nature of their situation (what). Often, people don’t want any action; they simply want to be heard and for their coach to simply “be” with them. This paraphrase is offered as a possibility and is sometimes followed by a confirming question.	Bottom-Lining (Essence) This type of paraphrase cuts to the essence of the client’s message. It focuses on the word, phrase, concept, or idea at the heart of the speech. When necessary, a confirming question ensures the accuracy of the bottom-line paraphrase that the coach has offered.	Reframing This type of paraphrase invites a client to move from point A to point B. It shifts thinking: <ul style="list-style-type: none"> • From negative to positive • From problem to solution • From complaint to commitment This changes the language’s tense to present progressive and future progressive—something the client will do now or in the future instead of continuing the status quo. This paraphrase is offered as a possibility and is sometimes followed by a confirming question.
<i>Coach the Person, Not the Problem: A Guide to Using Reflective Inquiry</i> by Marcia Reynolds (2020)	Recapping Recapping restates the issue, problem, or outcome the client expresses and the key factors keeping them from taking action. Usually, the client will agree or correct the perception. The client’s words and emotions are included.	Paraphrasing Paraphrasing helps the client assess the meaning of their own words and emotions. Paraphrasing is an offer; the client can accept the coach’s words or disagree.	Encapsulating Encapsulating captures the major elements of a client’s story in just a few words or in a phrase, such as in the following. <ul style="list-style-type: none"> • Labeling: Offering a title • Bottom-lining: Isolating what needs to be resolved to achieve the outcome • Drawing distinctions: Clarifying what a person wants and what needs to be resolved

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<i>Cognitive Coaching: A Foundation for Renaissance Schools</i> by Arthur L. Costa and Robert J. Garmston (2002)	Acknowledging and Clarifying This paraphrase restates the essence of someone's statement by identifying and verifying content and emotions. The purpose is twofold: to communicate the coach's desire to understand and to value the person they are listening to.	Summarizing and Organizing This paraphrase offers themes or containers that shape what the client has said or that separate jumbled issues. This paraphrase is useful when there has been a steady stream of narrative.	Shifting Focus to Higher or Lower Logical Levels This paraphrase moves the conceptual focus by surfacing the client's assumptions, beliefs, core values, and mental models. A shifting-up paraphrase illuminates large ideas or categories, exploring the big picture or widening the context. A shifting-down paraphrase focuses and clarifies, increasing the client's precision of thinking through specific examples and details.
<i>Coaching Skills: The Definitive Guide to Being a Coach</i> by Jenny Rogers (2016)	Listening and Summarizing To show you are listening, summarize what the client has said. Avoid repetition, but use key words with accuracy and without interpretation or speculation.	Asking Why First, asking why shows that you listened. Second, it reassures the client that you are keeping track of things. Importantly, it keeps you in the frame and emphasizes your role. Finally, it allows you to check that you really understand what the client is saying.	Incorporating Key Features Paraphrasing demonstrates the following features. <ul style="list-style-type: none"> • It does not contain any judgment. • It does not interpret. • It uses the client's language. • It ends with a question: "Have I got that right?" or "Is that a fair summary?" • It is authentically a summary (and, therefore, brief) rather than a Polly Parrot rendering at the same length as the client's own account.

As a special note of appreciation, we especially want to honor the authors of the resources in this table. In education, no one has influenced the field of coaching more than Art Costa and Robert Garmston. Marcia Reynolds and Jenny Rogers further lead a field of many authors who teach and influence professional coaching in all areas of life and work.