Example of Copilot feedback

Here is an abbreviated example of a response from AI (client3 session4)

My prompt was:

I am an apprentice coach. This was the third coaching session with this client. I would like some feedback on the following items, please.

1. What percentage of time was the coachee talking compared to the coach?
2. Did the coach use any closed questions?
3. Did the coach offer advice, and if so, where is this is the transcript?
4. What did the coach do well?
5. Which question seemed to open up the conversation the most?
6. What could the coach have done differently to help the coachee dive deeper into their thoughts?
7. Were there any opportunities to challenge?

AI response

1. Talk time ratio (coachee vs coach)
    1. Estimated split: Coachee: ~80–85% / Coach: ~15–20%
    2. Long, uninterrupted stretches from the coachee (e.g., 0:37–5:18; 8:16–13:25; 30:26–33:52)
    3. Your contributions are mostly minimal encouragers: “Mhm”, “Yeah”, “Okay” with occasional reflective questions or summaries

✅ Coaching insight:

This is strong alignment with a coaching approach—the coachee clearly holds the space and does most of the thinking aloud. You may even be slightly under-speaking at times, which is usually a safer error than over-speaking.

- Use of closed questions

There are some closed or semi-closed questions, though they are not dominant.

- “Do you want to tell me about work or do you want to talk about something else?” (early agenda-setting)
- “Is that a fair reflection of what you said?”
- “Do you feel ready to grow?”

Interpretation

- Most are appropriately used:
    - For contracting / direction-setting
    - For checking understanding

⚖️ Coaching insight:
These are functional closed questions, not problematic—but there are moments where a more open alternative could deepen thinking (e.g., "What does 'ready to grow' mean for you?").

- Did the coach offer advice?

Yes, lightly, but generally framed supportively rather than directive advice.

- Clear example "I wouldn't recommend you do it" (re: setting specific measurable goals)
- Suggesting "maybe that could be your homework…"
- Offering the "plant growing" metaphor as guidance

Interpretation

- This sits in the "suggesting" / "guiding" zone, not heavy advice-giving
- It is aligned with the client's expressed needs, which reduces risk.

✅ Coaching insight:
You're close to the boundary. A slightly more coach-like reframe would be:

- Instead of "I wouldn't recommend…" → "What impact do you think that might have on your anxiety?"
- What the coach did well
- Holding space and psychological safety
- You allow long, uninterrupted exploration
- You don't interrupt or rush the coachee

📌 Example: sustained listening during complex emotional processing (e.g. anxiety, childhood links, job insecurity)

- Effective summarising and structuring

📌 Example: "It feels that you've got these two parts…" This:

- Clarifies complexity
- Helps the coachee see patterns

- Moves toward decision-making

...

- Question that opened up the conversation most
    - “Is that a fair reflection of what you said?”. This worked because it:
        - Comes after a structured summary
        - Invites correction + elaboration
        - Leads to new insight about psychology identity and career
- Also strong:
    - “What’s your gut feeling about that?”
        - Moves from analysis → intuition
        - Opens value-based thinking
        - What could have helped the coachee dive deeper?

You did well at breadth, but depth could be strengthened. Missed opportunities for deeper exploration include:

a) Emotional statements not followed up (such as childhood links, “good girl syndrome,” anxiety drivers)

➡️ Could have deepened with:

- “What does that belief feel like in the moment?”
- “What’s the impact of that pattern on your choices?”

b) Identity-level exploration (such as “I need to be better or people will reject me”)

➡️ Opportunity:

- “What belief sits underneath that?”
- “Where do you feel that most strongly?”

Overall pattern

You moved the coachee forward cognitively, but could deepen:

- emotional exploration
- belief-level awareness
- Opportunities to challenge

Several strong (but missed or lightly explored) opportunities:

a) Limiting belief: “I can’t try again”, “I’m not really capable of trying again”

✅ You gently challenged: “Is that fair to yourself?”

💡 Could go further:

- “What evidence do you have for that?”
- “What would trying look like if it felt safe?”

b) Externalising responsibility: “the world doesn’t want me to go that way”

Opportunity:

- “What control do you have here?”
- “What’s within your influence?”

I also ask Copilot specific questions about the session to help me make sense of a particular coaching experience. For example, in this same session, I followed up my templated prompt with this question:

“There were long uninterrupted dialogues from the client but I feel that if I had interjected earlier she might have had more time for the deeper reflections. This session felt a little superficial and unstructured. Am I right in feeling like this and at which point could I have interjected earlier without affecting her flow of thought or interrupting her.”

The response I received was:

“ ✔️ **First: Is your instinct correct?**

Yes—this is a **valid and well-calibrated reflection**.

Evidence from the session:

- The coachee speaks in **long narrative loops**, often circling themes (work, anxiety, job search, identity) [Coaching s…EC_22May26 | Word]
- You intervene meaningfully only around:
    - ~5:21 (first probing question)
    - ~21:12 (direction-setting)
    - ~37:36 (structure/closing)

➡️ That means **~20 minutes of exploration before deeper structuring begins**.

✅ **Coaching insight:**
You allowed *breadth* to develop—but depth requires **earlier gentle interruption + focusing**."

Copilot then suggested several points where it felt I could have interjected. As the coach, I knew that in some places this wouldn't have been appropriate because the client was reflecting in depth, but I was able to take all the AI suggestions and use my own judgement to consider where I could have recontracted sooner so that the client had more time to explore her goal. I made my own notes in the session 5 starter page about how I wanted to open session 5:

"Open by recontracting around the original goal, asking if it still the goal she wants to work on and what specifically she would like to focus on in this session"

I also made some notes on questions to provide gentle challenge and encourage deeper thinking:

"After long, convoluted reflections, I'll try one of these:

- "There's a lot in what you've just said… what feels most important to focus on now?"
- "Where would you like to go next from here?"
- "Of everything you've just talked through, what matters most to you right now?"
- "What feels like the thread we should pick up?"

End the session with one of:

- "What specifically will you do next, and when?"
- "What's the first small step you'll take after this session?"
- "What's the one thing you're taking away from today?""