

+ Learning Goals



- Develop a shared definition of coaching
- Understand coaching as a leadership approach
- Understand one's own communication style as well as the style of others
- Review and discuss basic coaching skills & actions
- Inventory your current coaching skills



“Something’s
happenin’
here. What it
is ain’t exactly
clear”.



The ‘old school’ way of
leading & managing is over





Shift Happens!



From
Positional Leadership
To
Relational Leadership



Leadership is a *relationship!*



“Leadership is not about titles, positions,
or flow charts.
It is about one life influencing another”
~ John C. Maxwell



**Every seat is a power seat!
Every person is a leader!**



Coach
leadership is a
strong fit....



...for the relational leader!



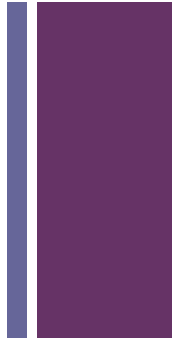
Step Up and COACH!

Let's Define Coaching!

Chat Box Discussion



+ Coaching



- ...is working/interacting with people in a way that induces change through their own will rather than obedience to someone else.
- Great coaches always know that there is untapped potential in people, and they create the conditions that allow it to surface.



The core of coaching...



A potent communication process that assists people to enhance their effectiveness in a way that they feel helped.



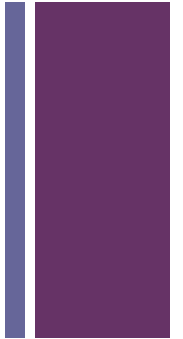
Forget What You Think You Know About Coaching!

- It is *not* an intervention; it is who you are as a leader
- It has ‘360’ application
- It is strengths based
- It is fueled by emotional intelligence
- It is *not* a twisted version of I’ m okay, you’ re okay.
- Almost everyone is open to coaching
- It delivers bottom line results





More Characteristics of Coaching...



- It is performance focused
- It is relationship focused
- It is slower, not faster
- It is built on dialogue
- It requires unconditional positive regard
- It is an inquiry model
- It is results focused
- It demands that we view one another as capable adults.
- It is all about building and growing (you, another person, the team)

+ The Best Coaches Who I Know...

- Unselfish
- Self-aware
- Brave
- Highly accountable
- World class communicators
- Constantly learning & evolving
- Strong connectors





Never do for
others, what they
can do for
themselves!



The Iron Rule



What benefits would the organization enjoy if you collectively & enthusiastically embraced the coach leader approach?

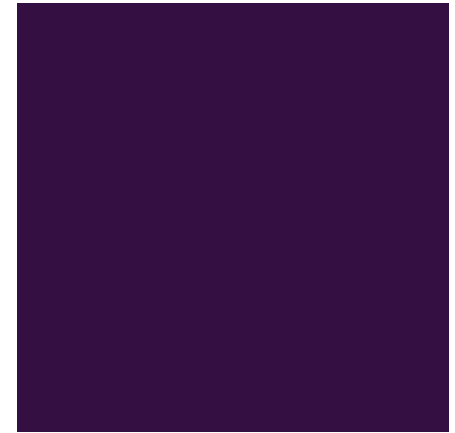
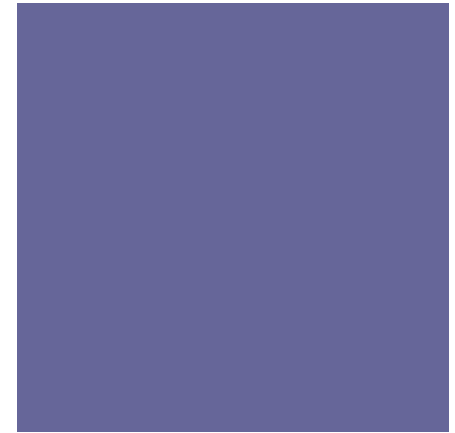


Chat Box Discussion



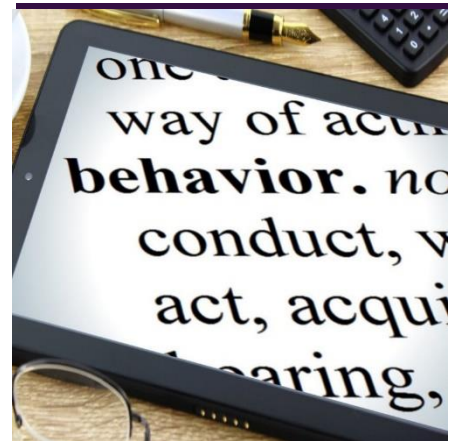
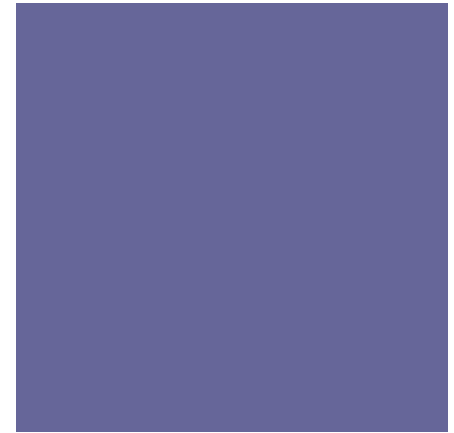


What challenges would you encounter?



Chat Box Discussion





The Art, Grace & Skill of Coach Leadership

A Coaching Starter Kit

+ Foundational Coaching Behaviors

- Listen clearly & actively
- Intentionally choose the words that will most effectively get your message across
- Intentionally choose the non-verbal cues that match your message
- Use the five dialogue principles
- Ask, don't tell





Communication

Style

Assessment



Know Yourself to Grow Yourself!



The Power of
Listening:
What It Means
and
Why It Matters

According to Huffington Post, a survey of 500,000 business leaders revealed that 97% believed that listening to team members and incorporating their ideas is critical to the organization's success.



Listening Tactics: The Basics



- Use silence as a coaching tool
- Truly tune in
- Reflect back
- Label emotions
- Clarify meaning
- Prompt
- Summarize
- *Act like a 'sponge'*

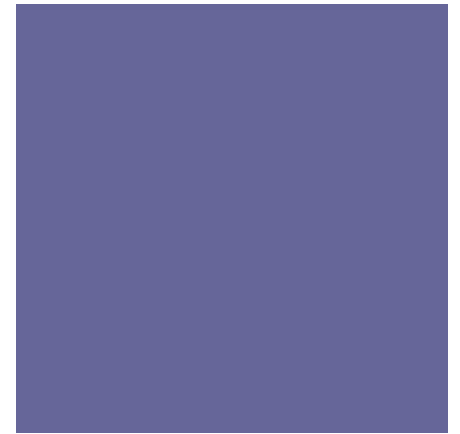


+ Listening Tactics: Advanced

- Periodically ask good questions
- Include interactions that build self esteem
- Assure a smooth flow in both directions
- Provide well-timed feedback in a way that others can accept
- *Have a 'trampoline' effect*



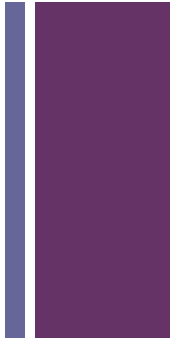
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Take the Listening Quiz

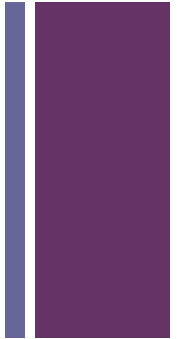
Individual Exercise

+ Verbal Communication: Simple Best Practices That Make A Difference



- Say it *once*; shoot for a clear, crisp message using the *best* words to do the job
- Select pronouns with care
- Choose constructive words
- Describe the behavior vs. ascribe judgment

+ Non-Verbal Cues



- Postures

- Facial expressions

- Gestures

- Para-linguals

- “Match” body language w/words

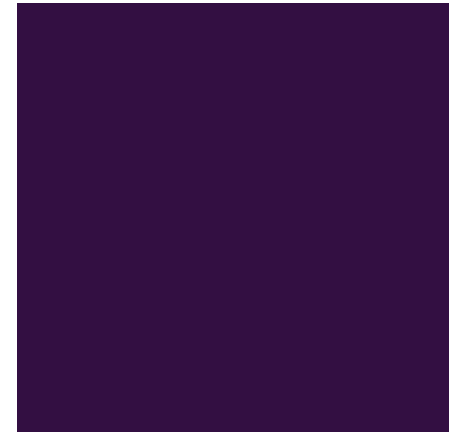
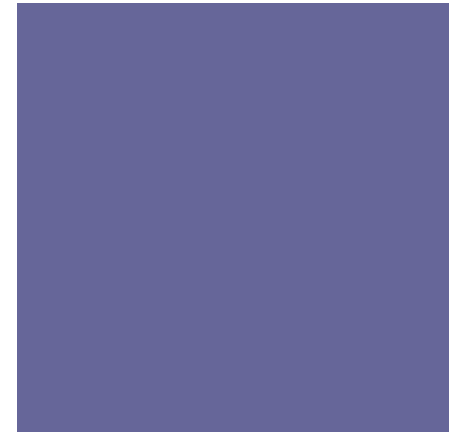


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Powerful (High Quality) Questions

- Always has a purpose beyond information
- Interrupts typical thought patterns
- Instantly illuminates
- Has potential to result in breakthroughs
- Flows from listening
- Always charge neutral





Most of us have been conditioned to use a telling model in our communications.

Coaching requires us to change this long standing habit.



What's Right Questioning



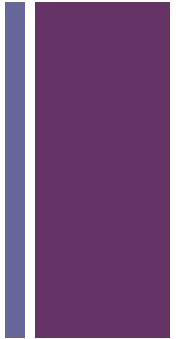
- What's working?
- What makes it work?
- What would work ideally?
- What's not working yet?



Coaching Inventory

Introspection: Know Yourself to Grow Yourself!

+ Useful Resources



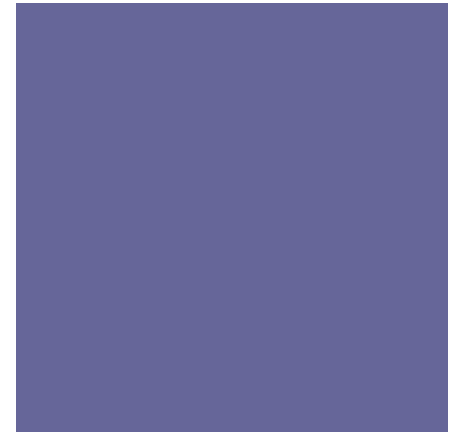
- Take The Lead: Full-Throttle Engagement Powered by Coaching – Leta Beam
- Masterful Coaching – Robert Hargrove
- The Heart of Coaching – Thomas Crane
- The Leadership Challenge – Koozes & Posner



What is your ongoing
commitment?

Which coaching practices
capture your attention?

Which will help you to build &
grow others?



Be Better and Different!



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