Coaching Online Workshop One

2021

Space for pay-off,
divided over 2 lines

Domestics

Objectives

At the end of the day, Coaches will be able to:

- Define Coaching
- Explain the benefits of Coaching and how it fits in our organisation
- Explain the Coaching Journey using model and theory Five Step Model & Situational Leadership
- Demonstrate listening, inquiry and advocacy skills
- Explain the GROW model and understand how you can use this with your teams

Entrepreneur
Impact
I thought that might work

Coaching for Coach and Coachee

- 77% Improved working relationships with direct reports
- 71% Improved working relationships with immediate supervisors
- 67% Improved team work
- 63% Improved relationships with peers
- 61% Improved job satisfaction
- 52% Conflict reduction
- 44% Improved organisational commitment
- 37% Improved relationships with clients

Coaching vs Other Practices

Coaching

Therapy

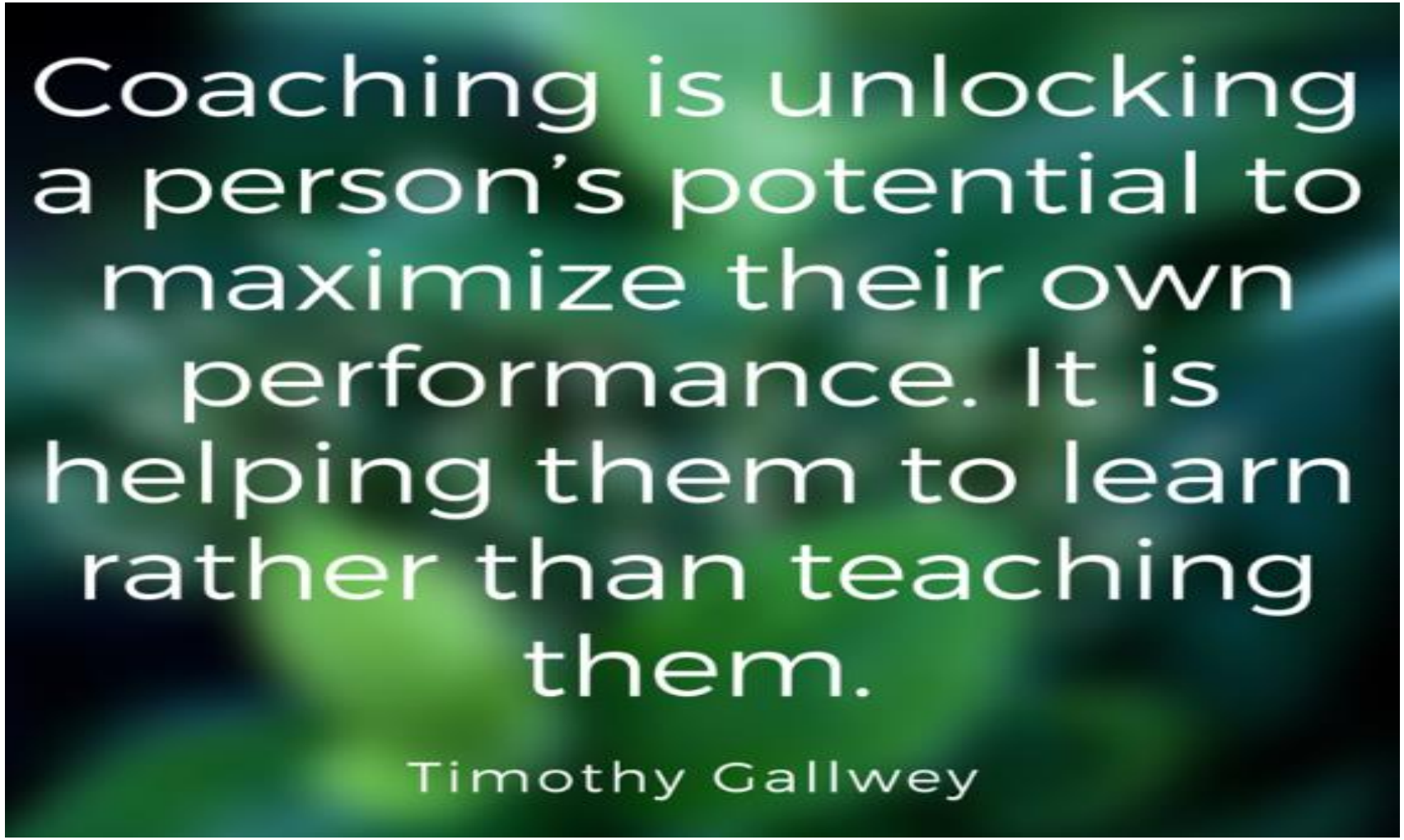
Training

Mentoring

Consulting

Counselling

Coaching vs Other Practices



Coaching vs Other Practices

Therapy

A treatment that helps someone feel better, grow stronger, etc., especially after an illness

Training

The process of learning the skills you need to do a particular job or activity

Mentoring

To help and give advice to someone who has less experience than you, especially in your job

Consulting

Giving advice on a particular subject

Counselling

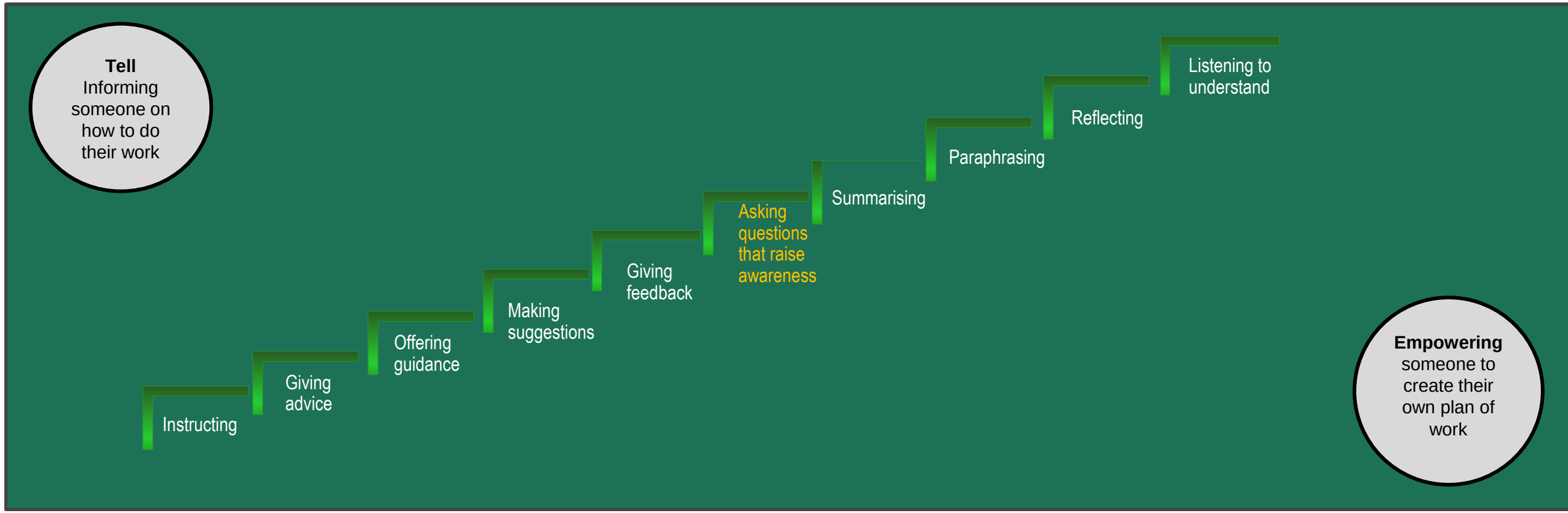
The job or process of listening to someone and giving that person advice about their problems

The Range & Spectrum of Coaching Approaches

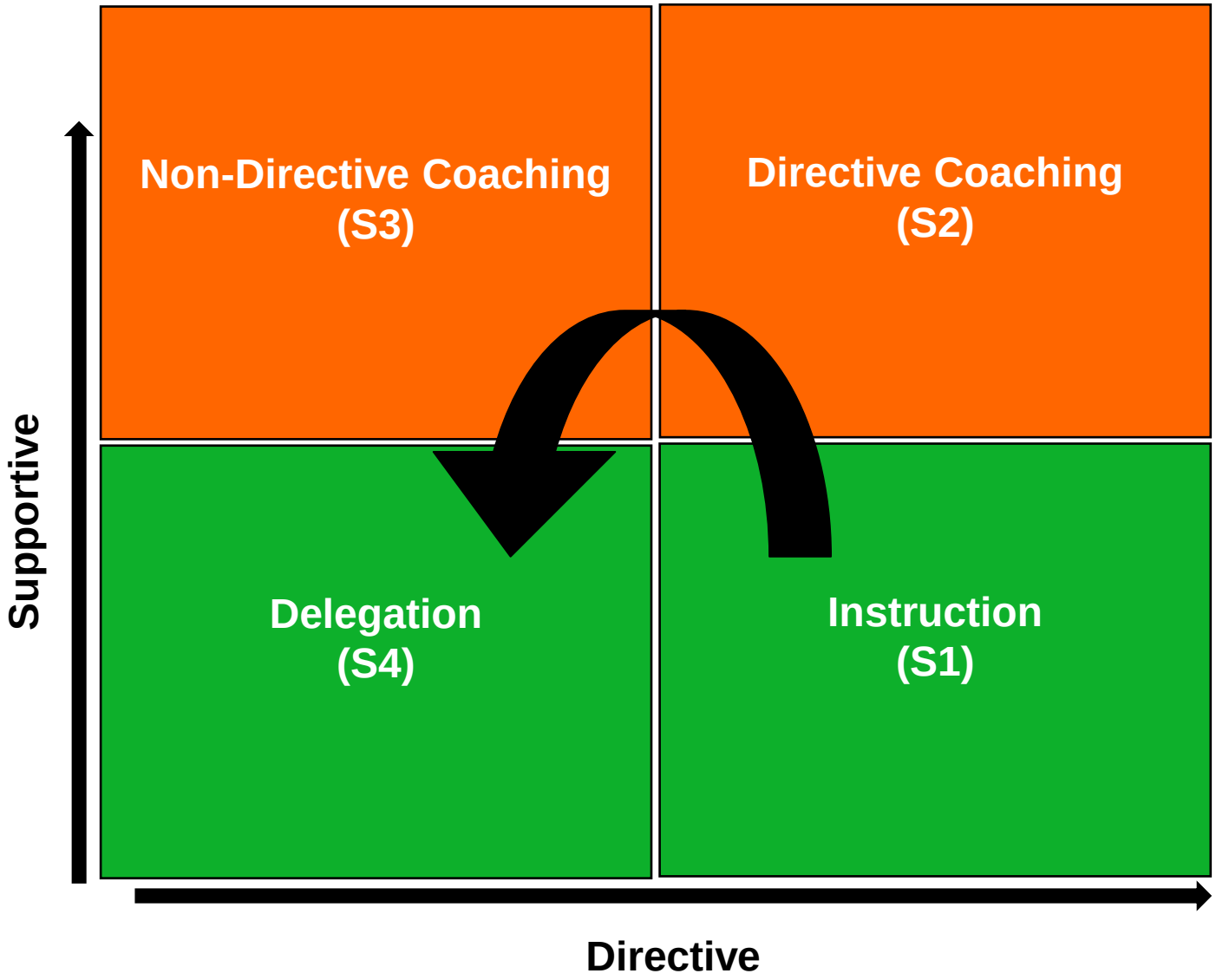
Tell
Informing someone on how to do their work

Empowering
someone to create their own plan of work

The Range & Spectrum of Coaching Approaches



Situational Leadership and the Coaching Spectrum



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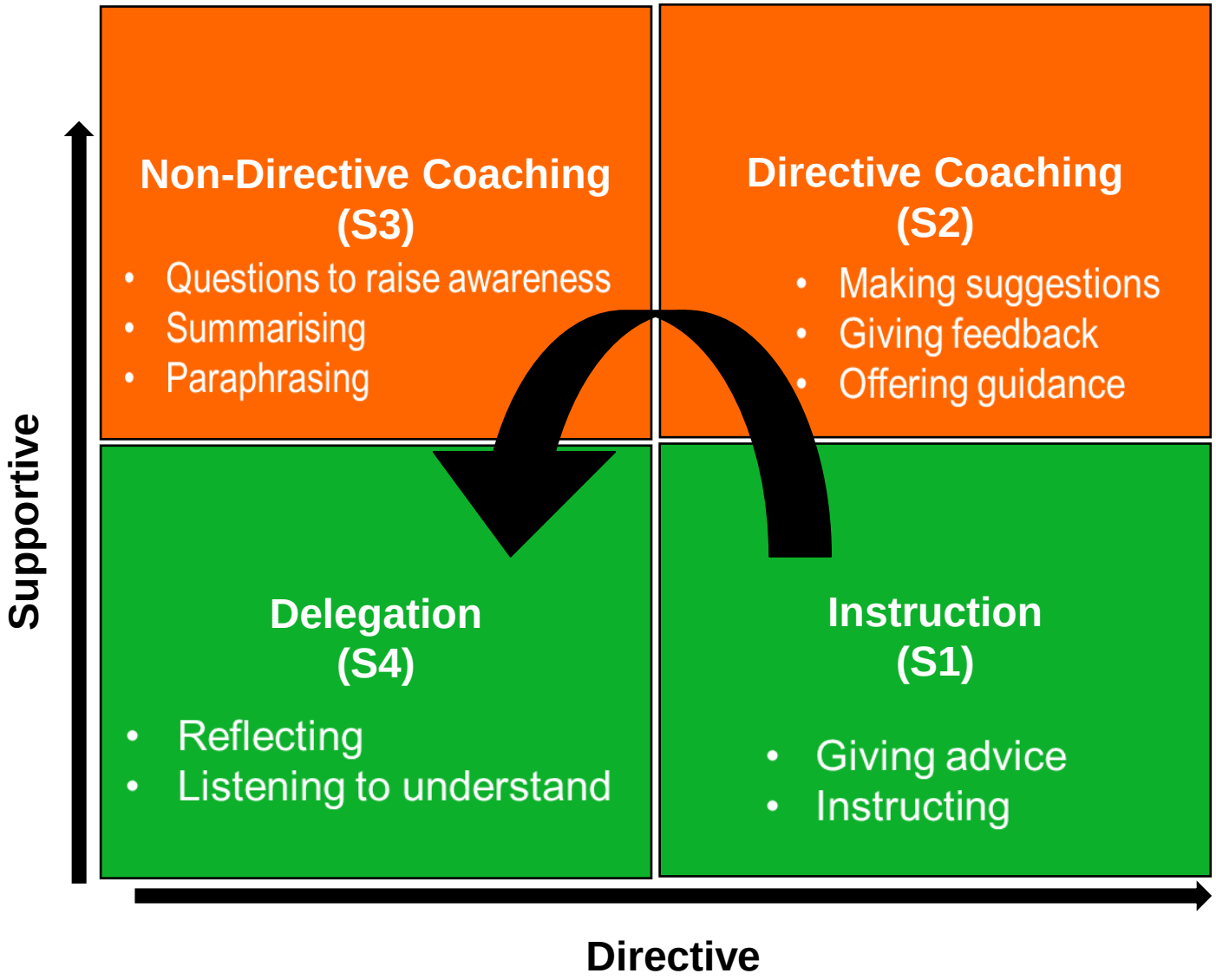


5 Step Workplace Learning & Development Model

Key Skills and Behaviours of a Coach

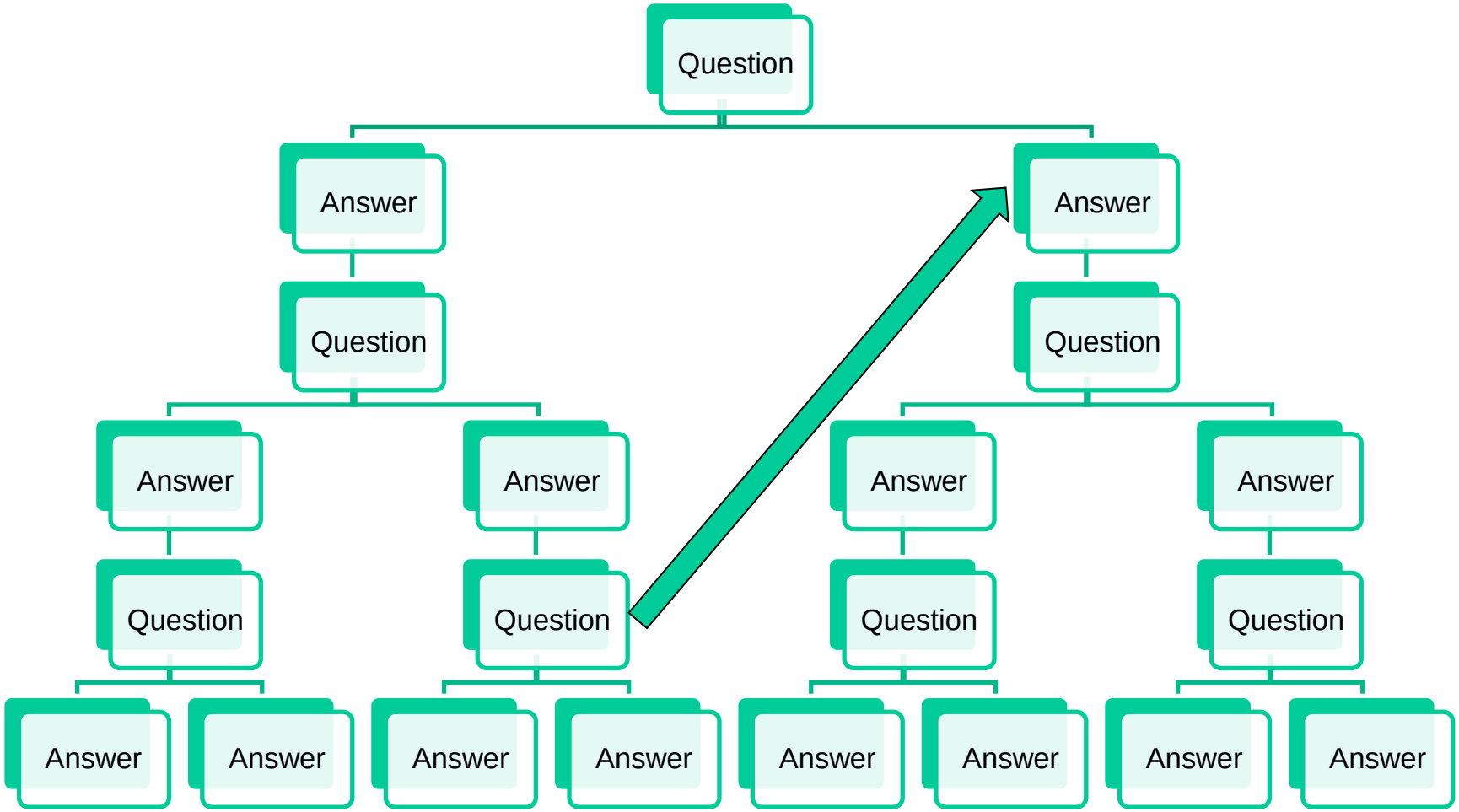
Listening Skills

L1 – Social/Internal listening
You listen in terms of your own experience and needs. You listen to the words in order to formulate your own opinion, give advice, or offer your own story.

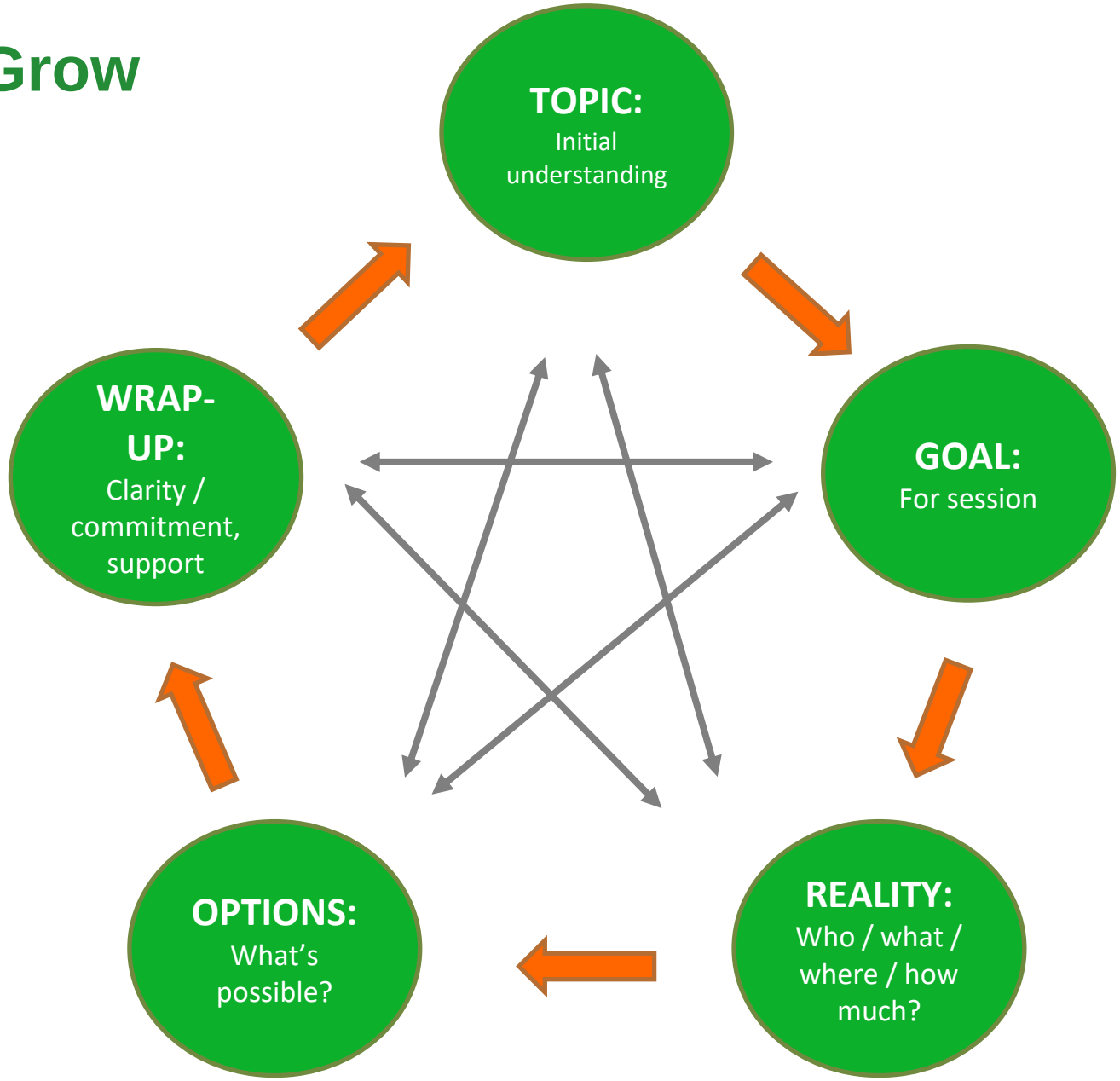
L2 – Focussed
You concentrate on the other person, listening to understand. You demonstrate you're listening through acknowledging, asking questions, clarifying, reflecting, probing, supporting and problem solving.

L3 – Global
You include all of the elements above in levels 1&2 and add the dimension of observation; stating your observations; making analogies; using metaphors; making connections to other ideas and patterns within the situation; noting subtle changes in the speaker's tone, attitude or expressions.

Questioning in Conversation



T-Grow


TOPIC:
Initial understanding
GOAL:
For session
REALITY:
Who / what / where / how much?
OPTIONS:
What's possible?
WRAP-UP:
Clarity / commitment, support

GROW Questions

GOAL

- What do you want to achieve?
- What will be happening when you have succeeded?
- What aspect of this is most important to you?
- GOALS can be SMART (Specific, Measurable, Achievable, Realistic, Time bound)

REALITY

- What is happening at the moment?
- What stops you from moving on?
- What have you tried?
- What happened?
- What have you learned?

OPTIONS

- What could you do?
- What else could you do? What else?
- What are the advantages/ disadvantages of each option?
- What would you do if you: had more time?
- Use the MIRACLE question (you wake up and discover that all the barriers have been removed!)

WILL

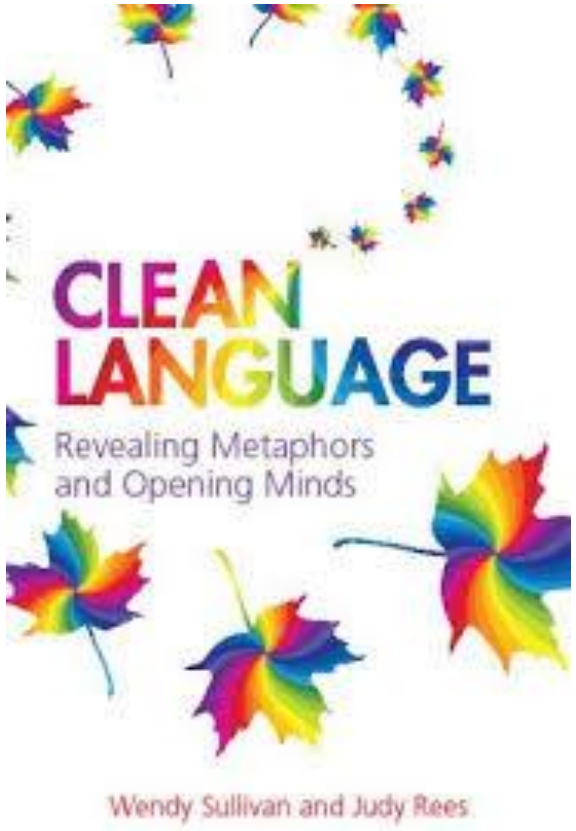
- What will you do?
- What will be the first step?
- By when?
- When precisely are you going to start and finish each step?
- What support do you need and from whom?

SMART

S
Specific
Who, What, Where, When, Why, Which
Define the goal as much as possible with no ambiguous language.
WHO is involved, WHAT do I want to accomplish, WHERE will it be done, WHY am I doing this (reasons, purpose), WHICH constraints / requirements do I have?
M
Measurable
From and To
Can you track the progress and measure the outcome?
How much, how many, how will I know when my goal is accomplished?
A
Attainable
How
Is the goal reasonable enough to be accomplished? How so?
Make sure the goal is not out of reach or below standard performance.
R
Relevant
Worthwhile
Is the goal worthwhile and will it meet your needs?
Is each goal consistent with other goals you have established and fits with your immediate and long term plans?
T
Timely
When
Your objective should include a time limit. "I will complete this step by month/day/year."
It will establish a sense of urgency and prompt you to have better time management.

How many slides had you prepared this morning?
REALITY

Further Reading



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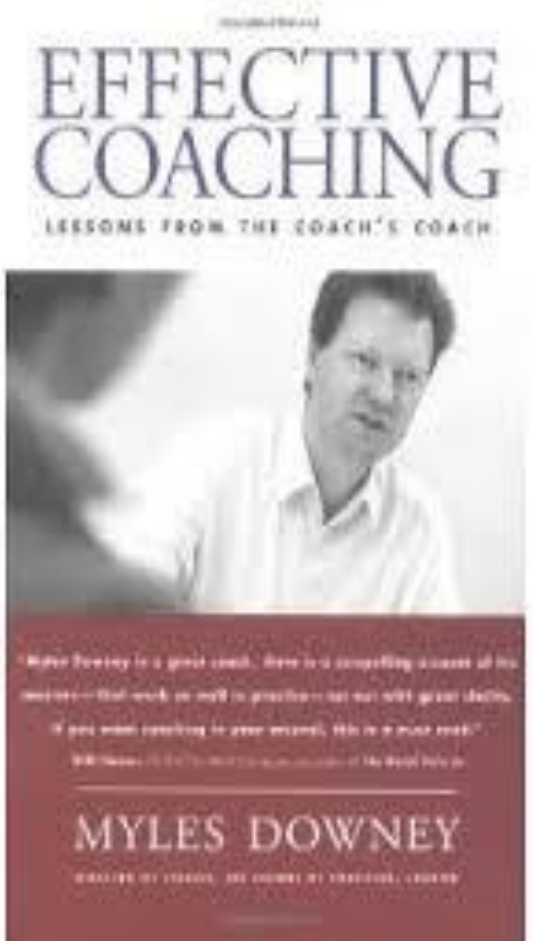
Free learning materials, guides, templates, and tools - for personal, organisational and business development.



Thank you for your input and involvement