

Coaching for Success:

Five Habits of Effective Coaching



Learning and Performance Solutions

Our solutions move people to action that gets results

Introduction

Objectives

1. Define coaching
2. Increase coaching knowledge by learning five effective coaching practices
3. Explore how to apply the five coaching practices
4. Identify opportunities to coach

Introduction continued

Five Habits of Effective Coaching

1. Engage Hearts and Minds
2. Raise awareness and build responsibility
3. Ask Powerful questions
4. Look and listen for coaching opportunities
5. Create an assumption and judge free zone

Introduction continued

What is coaching?

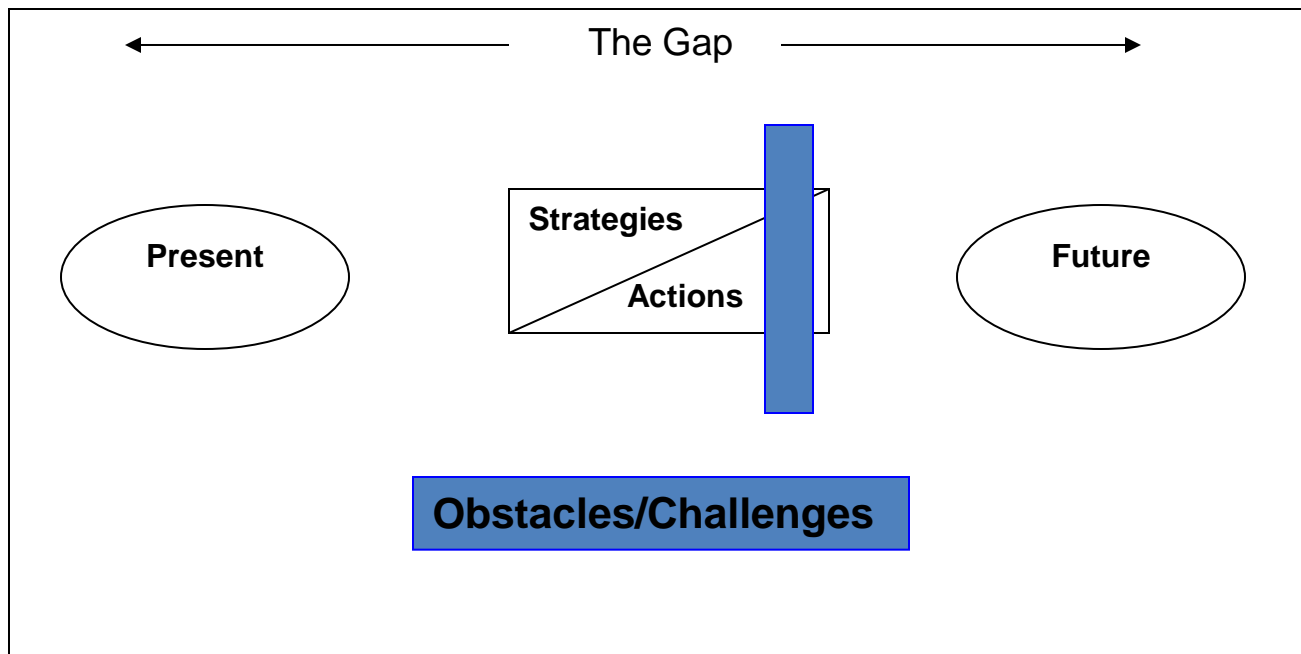
Introduction continued

“Coaching is unlocking a persons potential to maximize their own performance. It’s helping them learn rather than teaching them.”

Timothy Gallaway, Harvard Educationalist

Introduction continued

A Coaching Model

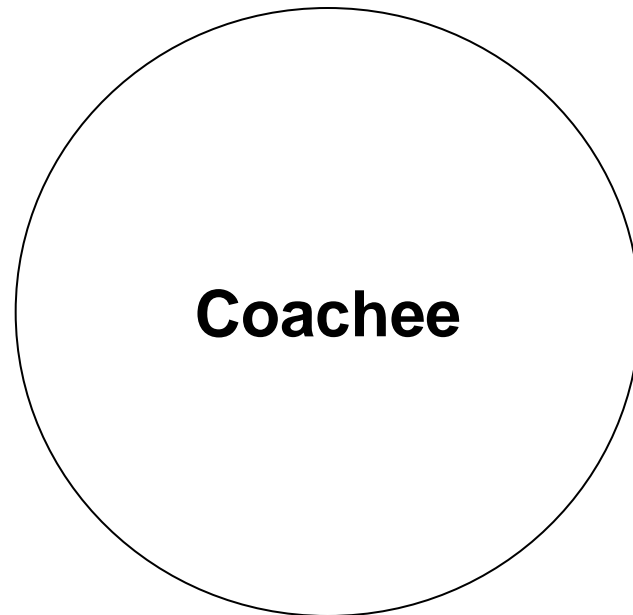


1. Engage the Hearts and Minds

1. The Who
2. The What

Engage the Hearts and Minds continued

“The Who”



Engage the Hearts and Minds continued

Coach

Coachee

“The What”

Raise Awareness
+
Build Responsibility

=

Empowerment
+
Accountability

2. Raise Awareness and Build Responsibility

- * Awareness creates the opportunity for change

Raise Awareness and Build Responsibility continued

The Value of Awareness

“I am able to control only that of which I am aware. That of which I am unaware controls me. Awareness empowers me.”

John Whitmore

Raise Awareness and Build Responsibility continued

- * Responsibility leads to ownership and accountability
 - Chosen responsibility versus imposed responsibility.

3. Ask Powerful Questions

- * Clarify purpose or focus of coaching opportunity
- * Learn what's going on (successes, challenges, thought process, feelings)
- * Engage to explore alternatives and strategies to take action
- * Gain agreement and commitment to increase accountability

4. Look and Listen for Coaching Opportunities

- * Criterion for Coaching
- * Opportunities to Coach
- * Coach for Success
- * Coach for Improvement

Look and Listen for Coaching Opportunities continued

Criterion for Coaching

- * When a situation is not a crisis
- * When there is a learning opportunity
 - * Knowledge, skills, behavior, abilities
- * Open to change
- * Open to feedback
- * Willing to take responsibility

Look and Listen for Coaching Opportunities continued

Opportunities to Coach:

- * Observations
- * Performance indicators
- * New role, new goal, new task
- * Ask permission
- * Employee seeks coaching

Look and Listen for Coaching Opportunities continued

Coach for Success (Proactive):

- * New goal
- * New or challenging situations
- * New job or project responsibility
- * New task or assignment

Look and Listen for Coaching Opportunities continued

Coach for Improvement (Reactive):

- * Not meeting performance expectations
- * Unacceptable work habits

5. Assumption and Judge Free Zone

Essential to Assumption and Judge Free Zone

- * Actively listening
- * Ask first, don't assume
- * Don't judge ideas, suggestions, responses

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