



Coaching for Performance and Potential


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Today's Speaker Dial: 866-804-5824 



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Agenda Dial: 866-804-5824 

- Coaching Defined
- Benefits of Coaching
- The Coaching Process
- Coaching Models
- What is one action step you will take to improve your coaching competence?

Leadership and Coaching

"A leader is anyone who holds her or himself responsible or accountable for finding potential in people and processes."
 -Brené Brown, author of *Daring Greatly*




Coaching Defined

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- Formal or informal conversations between a leader coach and a learner intended to produce positive changes in workplace behaviors. -*Center for Creative Leadership*
- Partnering with clients in a thought-provoking and creative process that inspires them to maximize their personal and professional potential. -*International Coach Federation*



Coaching v. Feedback

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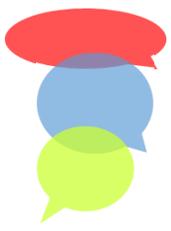
Coaching v. Feedback Dial: 866-804-5824 

Feedback	Coaching
is about past (and current) behavior	is about future behavior
is corrective	is preparative
focuses on adjustment	focuses on possibilities
is scrutiny-oriented	is inquiry-oriented
stems from judgmental needs	stems from developmental needs
is about reaching current goals	is about reaching future goals
reinforces appropriate behavior	advocates optimal performance
helps employees not fail	helps employees grow
ensures employees meet expectations	guides employees in directions that suits them best

from The Difference between Coaching and Feedback by Nagesh Belludi, 2015

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What are some of the benefits of coaching?



Benefits of Coaching

Benefits of Coaching

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For the individual:

- Enhanced energy and job satisfaction
- Increased personal productivity
- Better decision-making and problem-solving skills
- Gains in knowledge/skills and self-learning skills
- Better communication and relationships
- Self-management
- Meaningful service experience

Benefits of Coaching

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For the organization

- Increased productivity
- Future, long-term thinking
- Members learning and growing
- Career-oriented members
- Self-aware individuals who reflect on experiences
- Powerful conversations
- Greater retention, re-enrollment, employment

The Coaching Process

When to Use Coaching Dial: 866-804-5824 

?

When the person is ready and open to being coached

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Personal interview to assess the individual's current opportunities and challenges, define the scope of the relationship, identify priorities for action, and establish specific desired outcomes.

- Assessments
- Concepts, models, principles
- Appreciative approach

A Coach's Responsibilities Dial: 866-804-5824 

- Discover, clarify, and align with what the individual wants to achieve
- Encourage individual self-discovery
- Elicit individual-generated solutions and strategies
- Hold the individual responsible and accountable

ICF Core Competencies Dial: 866-804-5824 

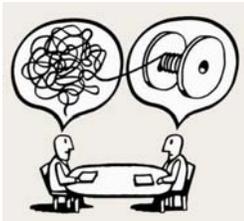
1. Setting the foundation
2. Co-creating the relationship
3. Communicating effectively
4. Facilitating learning and results

Components of Coaching Dial: 866-804-5824 

1. Presence
2. Perspective
3. Powerful conversations

Presence Dial: 866-804-5824 

- Listen effectively
- Notice what is **not** being said
- Focus solely on the individual's agenda
- Get to the source rather than symptoms



Perspective

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- Point to what is working
- Keep focused on forward movement
- Offer a new way of seeing a situation
- Point to strengths



Powerful Conversations

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Asking questions helps to:

- Unlock the individual's wisdom and potential
- Empower the individual
- Teach the individual to be self-reliant
- Put the burden of discovery where it belongs
- Teach the individual to find the answer within



Source: Management Coaching Curriculum developed by Janis Glenn and Jackie Jordan-Davis, Pathways Coaching & Consulting

Power of Inquiry

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- If you had an extra hour a day, what would you do with it?
- What would you do if you had unlimited resources?
- What will you do first?
- What's holding you back?
- How much energy are you willing to put into that?
- How would your ideal self create a solution?
- What are you trying to prove to yourself?

Power of Inquiry Dial: 866-804-5824 

- What would you try now if you knew you could not fail?
- Just because that happened in the past, why must it happen again?
- Is what you are doing helping you follow your joy?
- If your money could talk, what would it say to you?
- What is the experience you are looking to create?
- How does this decision match up with who you know you are?
- When will you start?
- What small steps can you take to get you closer to your vision?
- What are you waiting for?

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What is a powerful question you might ask in a coaching situation with your VISTA?



Coaching Models

GROW Coaching Model Dial: 866-804-5824 

G = Goal
"What do you want?"

R = Reality
"What is happening now?"

O = Options
"What could you do now/next time?"

W = Will
"What will you do...and by when?"



Seven Gears Process Dial: 866-804-5824 

1st – Find agreement
2nd – Move into heart space
3rd – Find the fire
4th – Write words
5th – Design Action
Neutral – Check-in
Reverse – Changing course



The EI Coach Model Dial: 866-804-5824 

E = Emotions (How are you feeling?)
I = Intelligence (What do you want to talk about and achieve today?)
C = Current (What's going on for your right now?)
O = Opportunity (What possibilities are available for you?)
A = Actions (What are you going to do?)
C = Change measure (What difference will this make? How will you know success?)
H = How are you feeling now? (Emotional barometer)

Using a Model

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- Remember the 3 Ps – Presence, perspective, powerful conversations
- Create a template or note cards to guide you
- Reflect afterwards – “How did I do?”

Chat: Action Steps

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What is one action you might take as a result of this webinar?

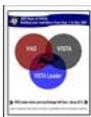


Resources

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- VISTA Campus
- VISTA Leader Roles: Mentor
 - 365 Days of VISTA: Guiding Your Members from Day 1



- Other websites
- Center for Creative Leadership - <https://www.ccl.org>
 - International Coach Federation (ICF) – www.coachfederation.org
 - Kansas Leadership Center - <https://kansasleadershipcenter.org>

Questions Dial: 866-804-5824 



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"I've learned that people will forget what you said, people will forget what you did, but people will never forget how you made them feel."

Maya Angelou, poet and activist





Thank you for your leadership!