

ESSENTIAL COACHING SKILLS

HOW TO HELP OTHERS GAIN
DIRECTION AND CLARITY



*We'll
Begin
Shortly*





ELEVATE YOUR EMPLOYEE EXPERIENCE AND INCREASE RETENTION

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Reagan Forlenzo, Director of Corporate Training

(949) 383-3303 | CorporateTraining@brandman.edu | www.brandman.edu/CorporateTraining

PROGRAM OFFERING

COACHING FOR LEADERS CERTIFICATE

This certificate includes three competencies

- 1 Coaching Fundamentals
- 2 Giving and Receiving Effective Feedback
- 3 Emotional Intelligence

ONLINE COURSE: 25 hours
Self-paced - up to 6 months to complete

.....

WEBINAR: 60-90min
Includes recording to upload onto your organization's intranet

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Programs are available in multiple formats and can be customized to your organization's needs.

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SCHOOL OF EXTENDED EDUCATION



LEARNING OBJECTIVES

- Learn the five “R’s” of coaching
- Understand the difference between coaching and managing
- Determine how to ask powerful questions when coaching to foster personal growth and self-awareness
- Gain insight into the importance of discovery listening and learn through a real-life example



EXERCISE #1

What comes to mind when
I say “Coach”?

What is Coaching

Coaching is the process of coming alongside a person or a team to help them move forward on the challenges they face.

Coaching is NOT **counseling...**

Coaching is NOT **consulting...**

Coaching is NOT **mentoring...**



COACHING



RELATIONSHIP

The personal bond between coach and the person(s) being coached.

How you are in your relationships in general is how you are in your coaching relationships.



PURPOSE

Why the coaching relationship exists.

A pre-selection of the results and/or growth we'll pursue.



INTEGRATION

Using the tools available to a coach so that the relationship focuses on results and growth.

Being committed to the process of coaching.

Developing yourself so that you take on the posture of a coach naturally and authentically.

FIRST & FOREMOST

Coaching is a relationship.

If there's no relationship, there's no coaching.



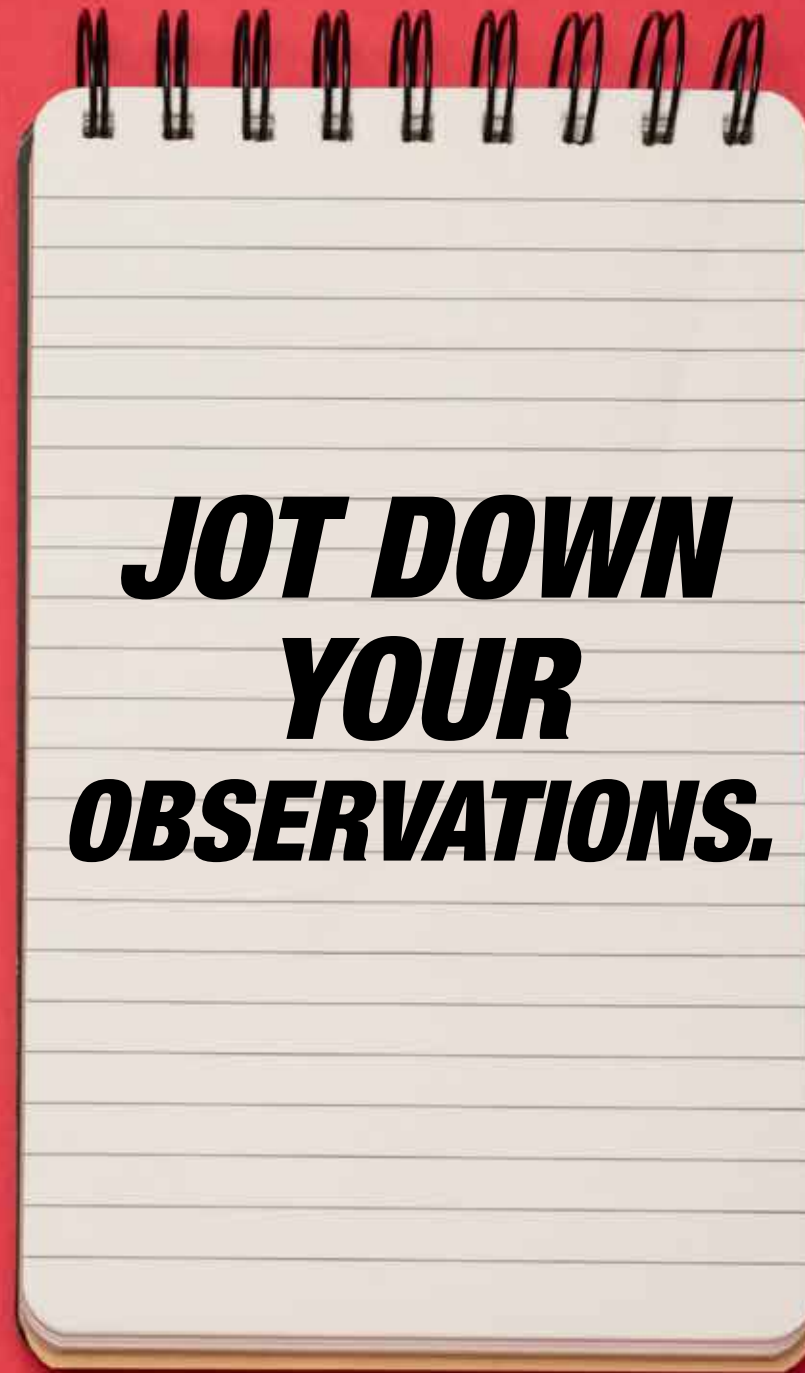
Add coaching skills once the relationship is healthy enough!

The image features a solid orange background. Two hands are shown, one on the left and one on the right, each holding a white speech bubble. The speech bubbles are positioned horizontally, with the right bubble overlapping the left one. The text "COACHING DEMO" is printed in a bold, orange, sans-serif font on the right-hand speech bubble. The word "COACHING" is on the top line, and "DEMO" is on the bottom line, both centered within the bubble's text area.

**COACHING
DEMO**

EXERCISE #2

- What is the coach doing?
- How is the person being coached responding?
- Watch for Relationship, Purpose & Integration.



WHAT MAKES COACHING POWERFUL?

Provides encouragement for the journey

Cultivates wisdom and strategic insights

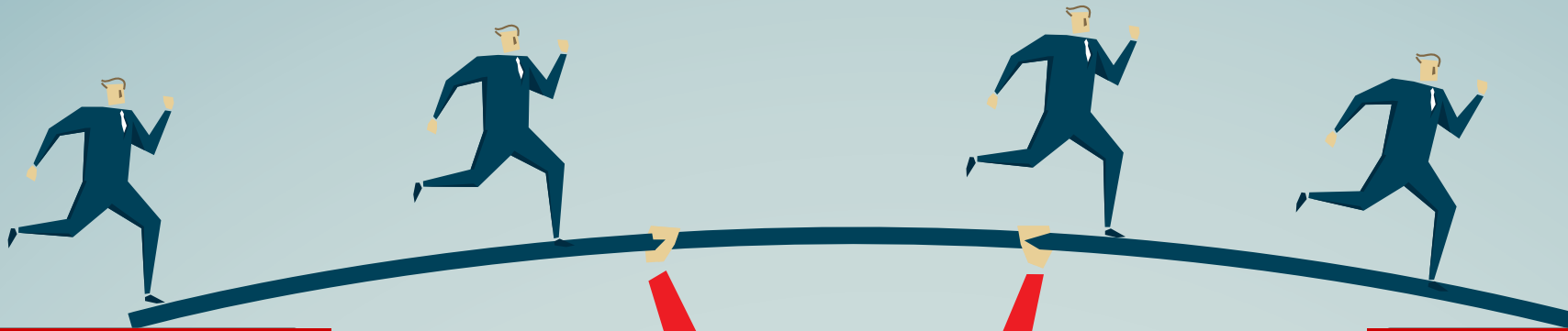
Discovers breakthrough opportunities

Maintains focus on the truly important

Transforms vision into reality



COACHING BRIDGES THE GAP!



VISION

REALITY



COACHING APPLIES TO:

**Your ongoing development
as a leader**

**The development of those
you supervise**

Moving teams forward

**Overcoming costly and time-
consuming performance problems**

**Strengthening employees' skills
so you can delegate more tasks to
them and focus on more important
managerial responsibilities—
such as planning**



COACHING APPLIES TO:

**Boosting productivity by helping
your employees work smarter**

**Developing a deep bench of talent
who can step into your shoes as
you advance in your organization**

**Improved retention; employees are
more loyal and motivated when
their bosses take time to help them
improve their skills**

**Making more effective use of
organizational resources; coaching
costs less than formal training**

WHAT IS YOUR VISION?

How could quality coaching enhance your performance?





EXERCISE #2

Based on what you've heard so far, how could coaching best apply to your personal and/or professional life?



POWERFUL QUESTIONS

What makes a question powerful?

How do you know when you have asked a powerful question?

CLOSED QUESTIONS



OPEN QUESTIONS

Is this an effective strategy for you?

What makes this an effective strategy for you?

Is there more to be learned here?

How can you increase the learning in this experience?

It sounds like you're stuck between those two choices – is that true?

What's another choice besides the two in front of you?



The power of a question is inversely proportional to its length.

A powerful question that requires preamble, isn't

Source: Jonathan Reitz



CORE COACHING QUESTIONS

What's working?

What's not working?

What are you learning?

What needs to change?

What are the next steps?

**USE
DISCOVERY
LISTENING!**



USE DISCOVERY LISTENING!

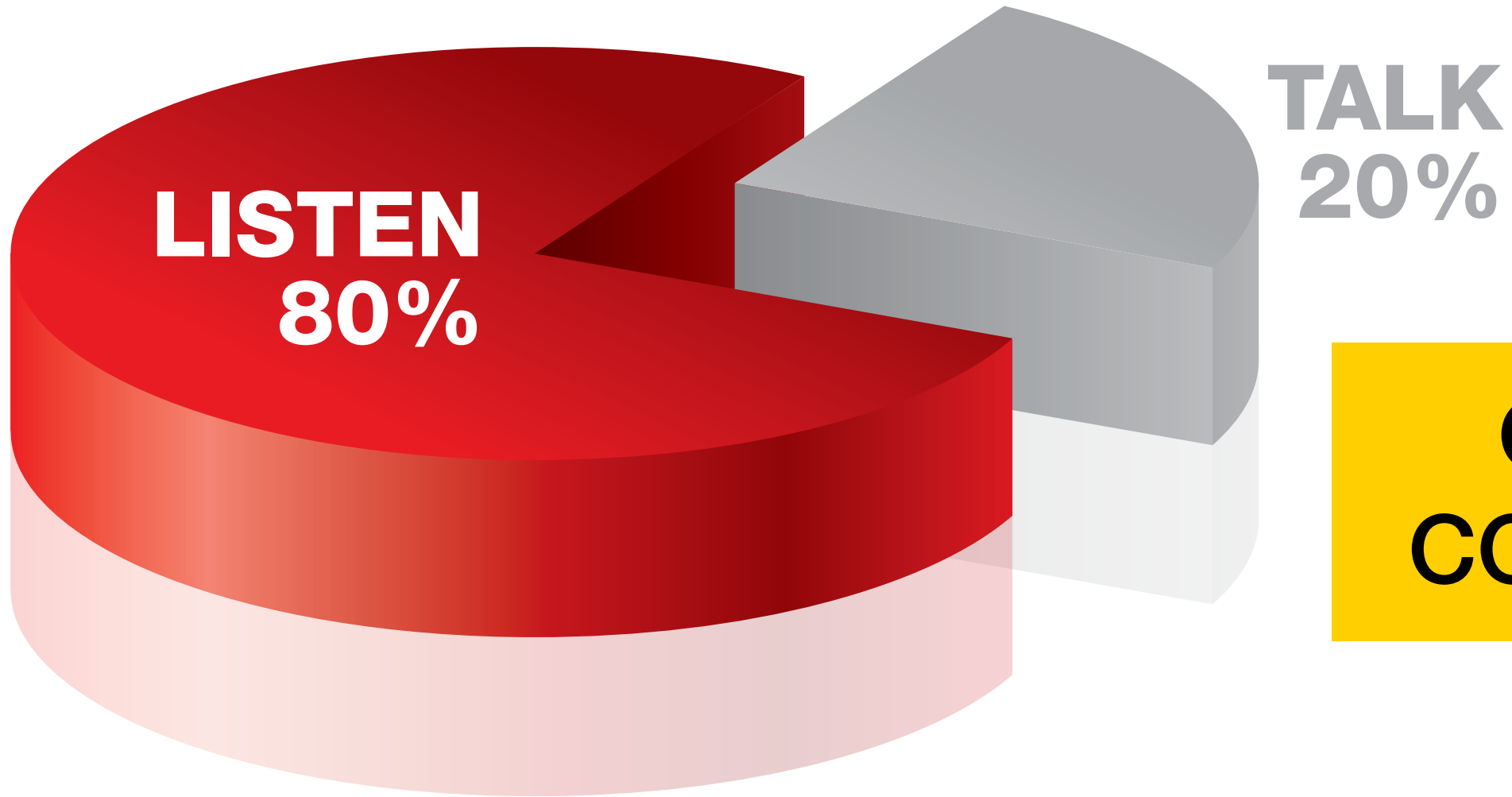


SUMMARIZE PERIODICALLY

- Without interpreting
- Without evaluating

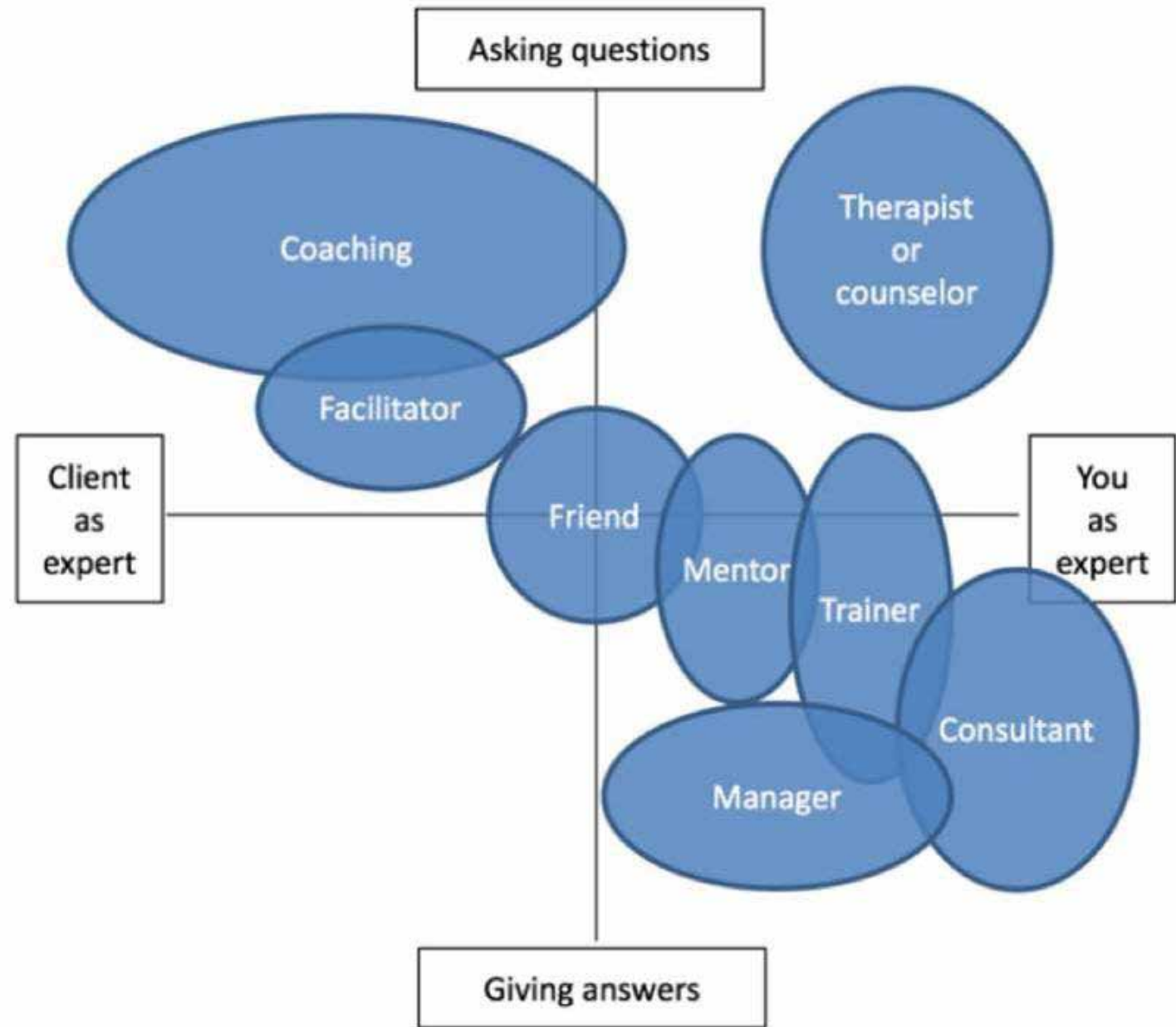
INVITE TO SAY MORE

- *“What else?”*
- *“Tell me more”*



**GOOD
COACHES**

WHERE DOES COACHING FIT?



COACHING PROCESS





RELATE

Define the coaching relationship and process.

Assess compatibility of coach and the person being coached.

Establish rapport and mutual respect.

Begin to build a trusting relationship.

Determine coaching agenda and guidelines.



RELATE

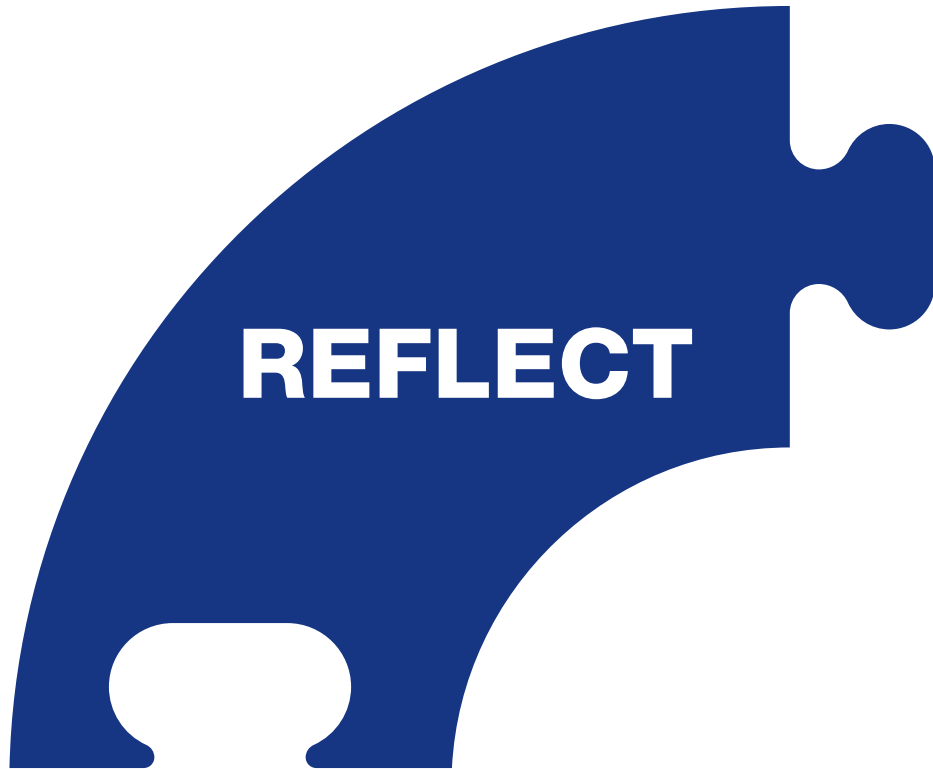
ESTABLISH COACHING RELATIONSHIP AND AGENDA

How are you doing?

Where are you now?

What do you want to address?

How can we work together?



SEEK a deeper understanding of key issues

SORT issues by importance/urgency

IDENTIFY and agree upon priority issues

COMMIT to address issues obtained



DISCOVER AND EXPLORE KEY ISSUES

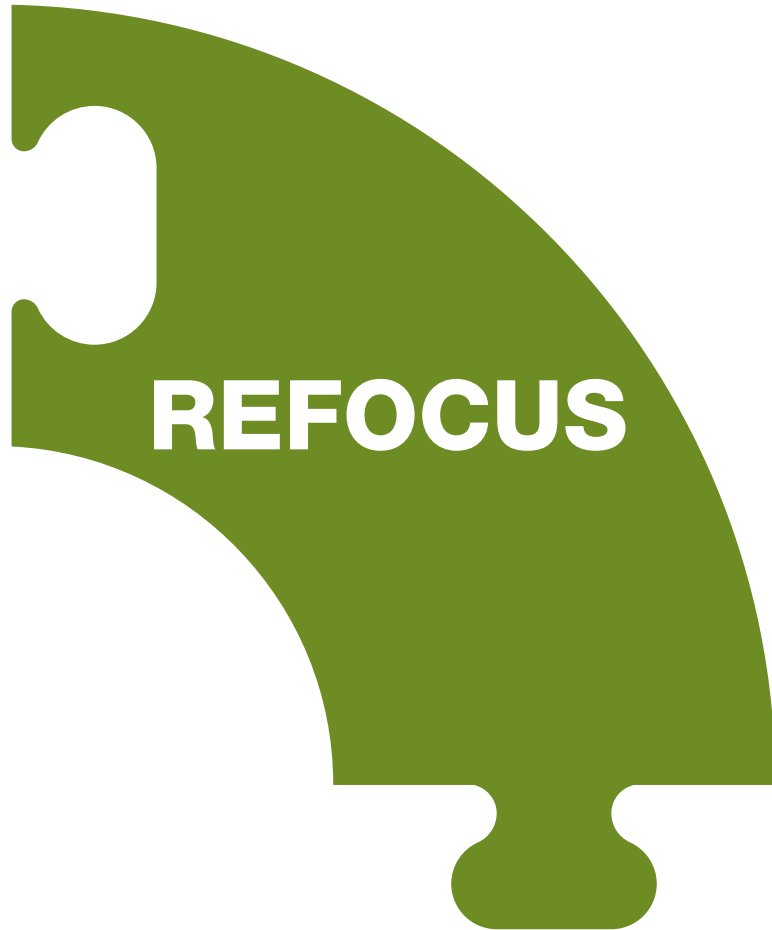
What can we celebrate?

What's really important?

What obstacles are you facing?

Where do you want to go?

How committed are you?



Clarify vision

Brainstorm possible **solutions**

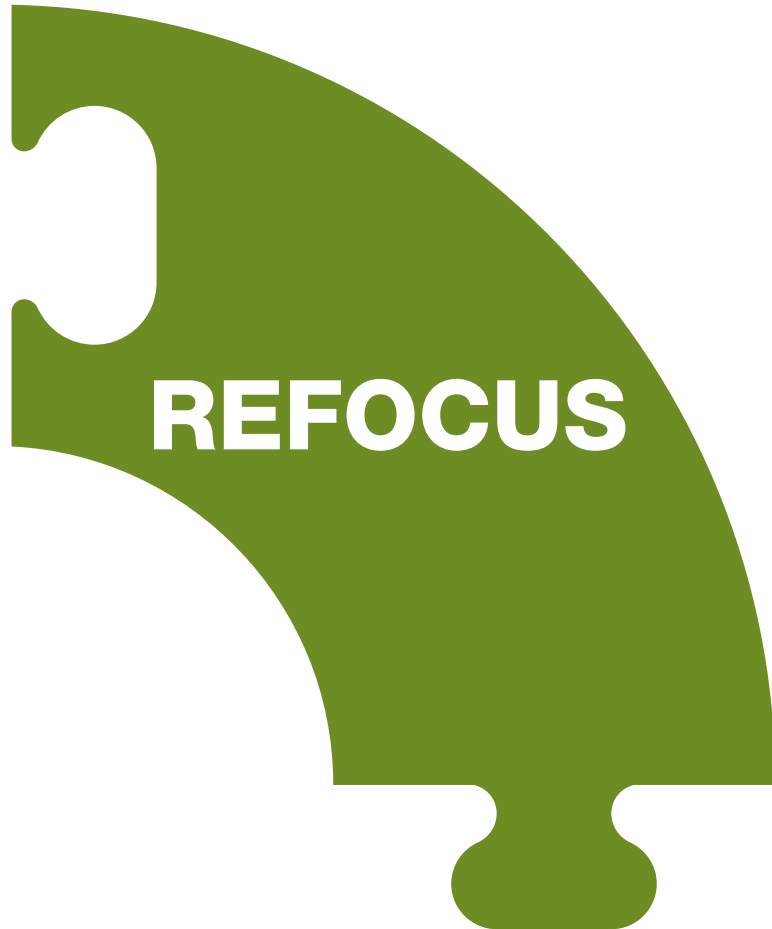
Choose according to **priorities**

Confirm commitment to **action**

Consider change **dynamics**

Determine action steps and
develop **timeline**

Agree upon an accountability
structure



DETERMINE PRIORITIES AND ACTION STEPS

What do you want to accomplish?

What are possible ways to get there?

Which path will you choose?

What will you do?

- who, what, where, when, how

How will you measure your progress?

Assess existing resources

Focus first on what you already have instead of what you don't have!

Brainstorm all resource needs

Identify new resource(s) to accomplish goals

Determine where and how to find new resources

Clarify and confirm the role of coach



RESOURCE

PROVIDE SUPPORT AND ENCOURAGEMENT

What resources do you already have?

What resources will you need to accomplish your goals?

What resources are missing?

Where can you find additional resources?

What can I do to support you?



RESOURCE



Evaluate action plan and process

Celebrate progress

Maximize learning

Make midcourse corrections

Identify new projects

Evaluate coaching relationship



EVALUATE, CELEBRATE, AND REVISE PLANS

What's working?

What's not working (or didn't work)?

What are you learning?

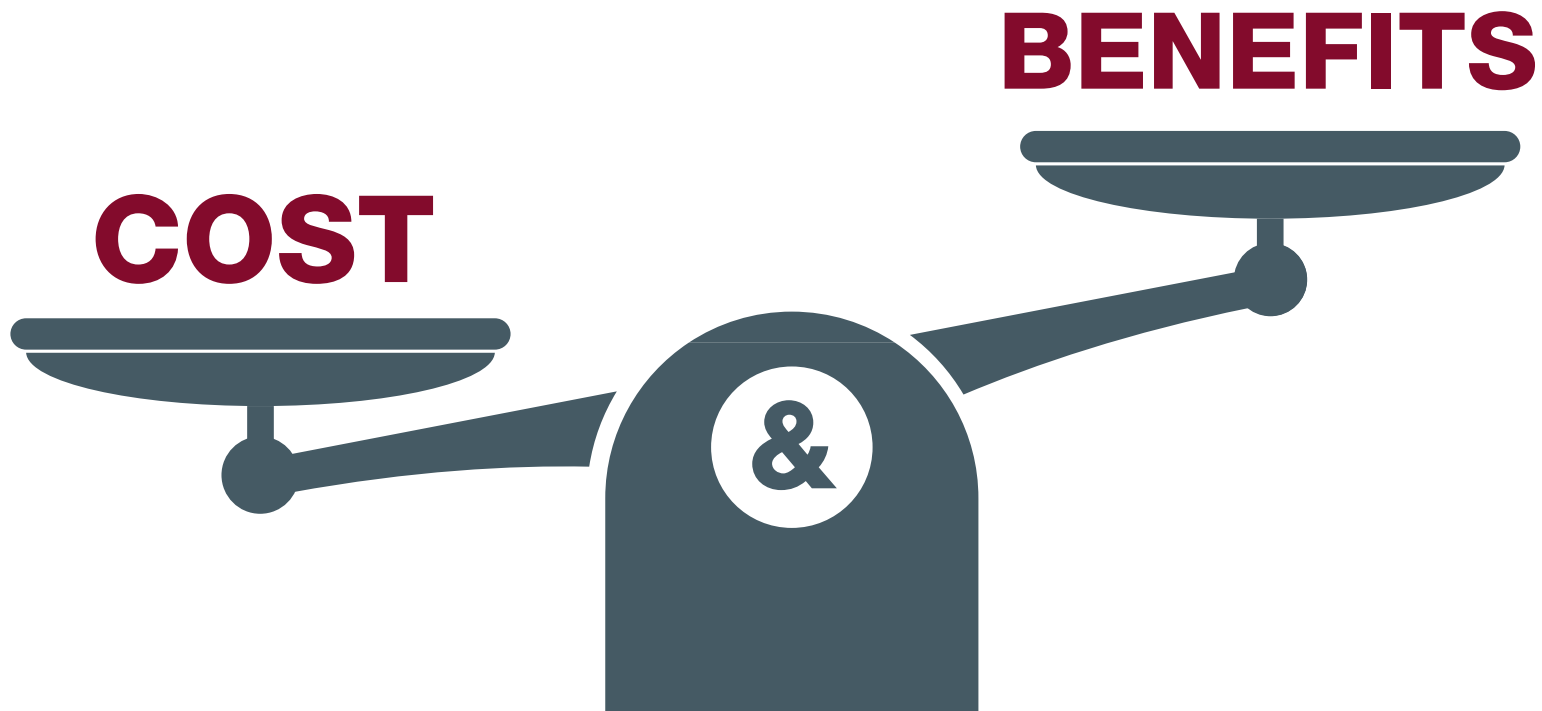
What needs to change?

What further training would be helpful?

What's next in our coaching relationship?

COACHING PROCESS





Who do I want to invest in?

How can I prioritize coaching in my schedule?

What will I stop doing to free up time and energy to focus on coaching?

Final Thoughts



QUESTIONS & ANSWERS

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Servant Leadership

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Resource Fundamentals

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Live Free Webinar



Tuesday, March 16
11 a.m.- 12 p.m. Pacific
Live Free Webinar



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11 a.m.- 12 p.m. Pacific
Live Free Webinar