Coaching Your Team from Great to Awesome

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Our mission is to build a better world by increasing the effectiveness of nonprofit leaders and the impact of the organization they serve.
Coaches In Your Life?

Who were they?

What did they do well?

What impact did they have on you?
Putting the Players First
“Coaches who can outline plays on a blackboard are a dime a dozen.

The coaches who win are the ones who can motivate their players.”

~Vince Lombardi
What Are The Characteristics Of A Great Coach?
Core Responsibility of Every Manager

Get stuff done THROUGH people
75% of Employees Say Managers Are Fair Or Poor As Coaches
What Might Be The Causes At Your Agency?
Get New Chapter Coaching on the phone? STAT!
Five Modules

1. Definition: what coaching is and isn’t
2. Mindset: requisite frame of mind to coach
3. Applications: when to coach & when not to
4. Skills: three core skills you need
5. Steps: key steps involved
What is Coaching?
Coaching is “the process of unlocking a person’s potential to maximize their own performance.”

~ Sir John Whitmore
No judging.

No arguing.

No complaining.
What Coaching Isn’t

- **Consulting**: Prescribes solutions
- **Therapy**: Focuses on pathologies and healing
- **Training**: Focuses on teaching skills/content
- **Mentoring**: Passes knowledge down
7 Key Individual Benefits of Coaching

1. Fresh views on opportunities and challenges
2. Enhanced decision-making skills
3. Improved interpersonal effectiveness
4. Increased self-confidence
5. Increased productivity
6. Increased employment satisfaction
7. Goal achievement
More people can do more and get better results with less effort!
Module Two

Mindset

Steps

Definition

Applications

Skills
Coach’s Mindset

1. **Belief in other person**: Do I believe the coachee can learn and grow through coaching?

2. **Belief in self**: Do I believe I have what it takes to coach this person effectively?

3. **Belief in relationship**: Do the coachee and I have or can we cultivate a trust-based relationship?
Module Three

- Mindset
- Definition
- Applications
- Steps
- Skills
Four Ways to Use Coaching

- Feedback on Performance
- Problem-Solving
- Professional Development
- Delegation of Work

Photo Credit: Pixabay
Five Situations Where Coaching Is NOT The Best Solution

1. Disciplinary problem
2. Low willingness to change
3. Low competence
4. Personal problem
5. Organizational problems

Photo Credit: Pixabay
Module Four

Mindset

Steps

Definition

Applications

Skills
3 Essential Coaching Skills

Active listening

Inquiring

Giving direct feedback
Our Best Coaching Tool

Photo Credit: Pixabay
"God gave us two ears and one mouth, so we ought to listen twice as much as we speak." ~ Anonymous

Photo Credit: Pixabay
Skill 1: Active Listening
4 Modes of Listening

1. Superficial
2. Self-referential (you in relation to me)
3. Fix-it
4. Active/engaged
Skill 2: Inquiring

Three Types of Questions

1. Open-Ended Questions (90%)
2. Closed-Ended Questions (9%)
3. Why Questions (1%)
Effective Open-Ended Questions

- What will you do first?
- Can you tell me more about that?
- What is the best possible outcomes for this situation?
- How can I help or who else can help?
Your Turn!
1. How was your day?
2. Does this program meet our clients’ needs?
3. Do you understand? Does this make sense?
4. Could you get started on that report?
5. Can I help you with that?
6. Did you get that meeting scheduled?
7. Have you tried it like this?
Skill 3: Giving Feedback

Feedback is information about past behavior delivered in the present which may influence future behavior.

C. N. Seashore, E. W. Seashore, & G. M. Weinberg, 1992
Skill 3: Giving Feedback
3 Types of Feedback

1. Objective Observation
2. Appreciative Feedback
3. Developmental Feedback
Module Five

- Mindset
- Definition
- Applications
- Skills
- Steps

New Chapter Coaching, LLC
www.newchaptercoach.com
Five-Step Coaching Process

Step 1  FOCUS:
Establish the Focus of the Coaching Conversation

Step 2  EXPLORE
Explore the Possibilities/Alternatives

Step 3  PLAN
Guide Action Plan Development

Step 4  SUPPORT
Identify Support/Resources Needed to Achieve Plan

Step 5  AGREEMENT
Secure Agreement to Act and Follow Up/ Remove Barriers to Action
Questions?
What 1-2 things will you do differently or share with your coworkers?
EVALUATIONS

The Partnership Wants Your Feedback!

Please be sure to complete the evaluation for this session online,
via the CAPCON18 Event App.

Thanks in Advance for your Cooperation!
Thank you for the opportunity to be of service!

Don’t hesitate to reach out.

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