

# Developing People: Fundamental Workplace Coaching Skills

Part 3

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June 25, 2021

9:00 am – 10:30 am

What are you curious about right now?

Put your response in the chat

# Program Overview

- Part 1: Overview of coaching what it is, when & how to apply coaching skills
- Part 2: Deeper Dive into communicating effectively & evoking awareness
- Part 3: Bringing it all together cultivating learning & growth

# Check in

- How have you applied your takeaways from June 18<sup>th</sup>?
- What did you discover experimenting with workplace coaching?
- If this is your first time joining us, please let us know.

# Coaching: ICF Definition

Partnering with clients in a thought-provoking and creative process that inspires them to maximize their personal and professional potential.

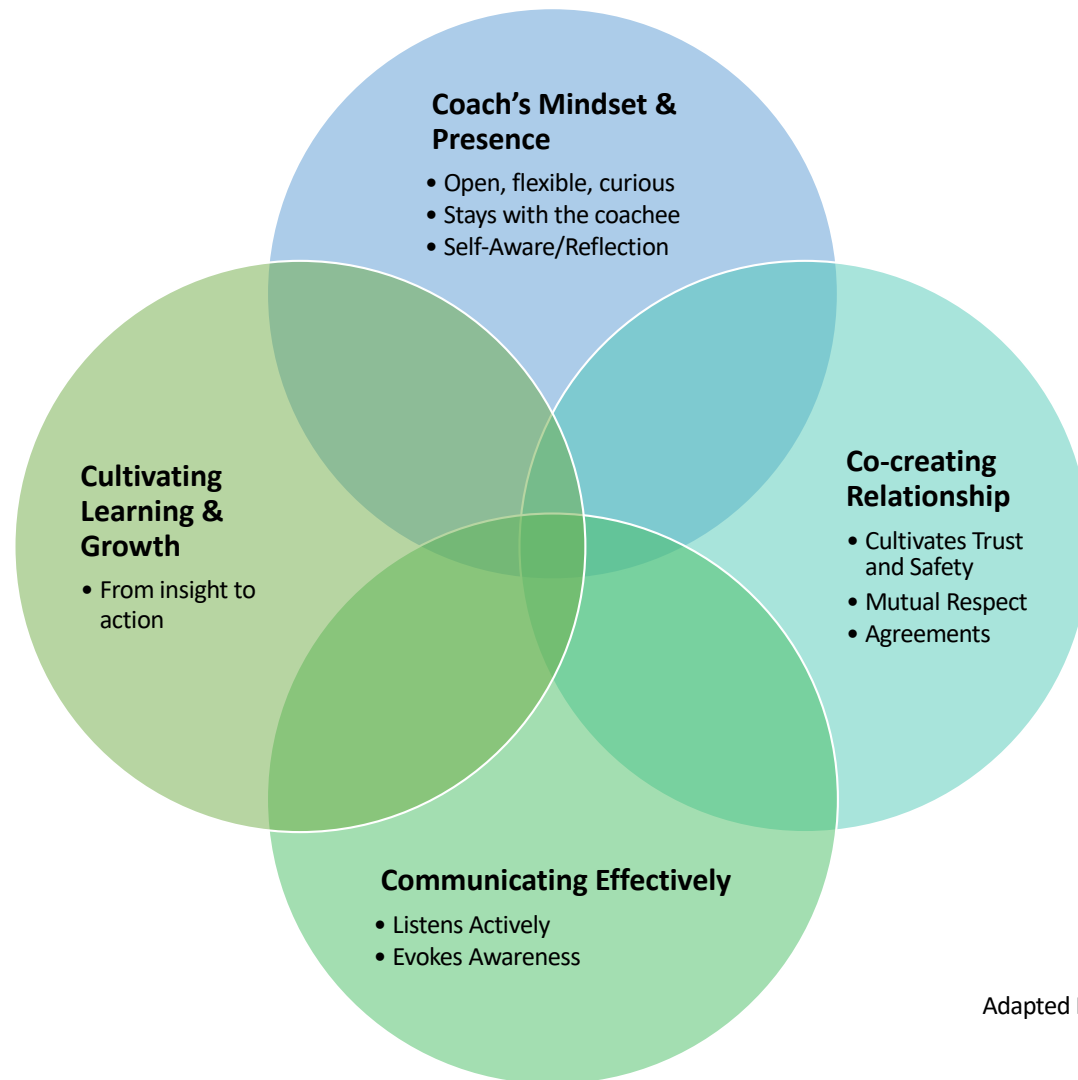
International Coaching Federation

# Coaching in the Workplace Definition

Identifying people's potential and developmental needs, engaging in a collaborative relationship with them that bolsters their abilities.

- Based on trust, belief and non-judgement
- On the job development

# Fundamental Coaching Competencies



Adapted ICF Competencies, 2020

# Coaching Mindset & Presence

Develop and maintain belief that people are capable, resourceful and full of potential; can learn and grow:

- **Curious** - about the person, their perspective, experience, and thinking, what's possible for the person
- **Open** - to what the person brings to the table, to what comes out of the conversation; to influence of context and culture on self and others
- **Flexible** - move in the moment to what is most powerful for the person and to move the "work" along
- **Client Centered** - see the whole person and committed to supporting their growth
- **Staying Present** with the coachee throughout the coaching interaction

(adapted from ICF Core Competencies, 2020)



# Listens Actively

Focusing completely on what the person is saying and is not saying, understanding the meaning of what is said in the context of the person's desires, and supporting their self-expression.

- International Coaching Federation, 2020

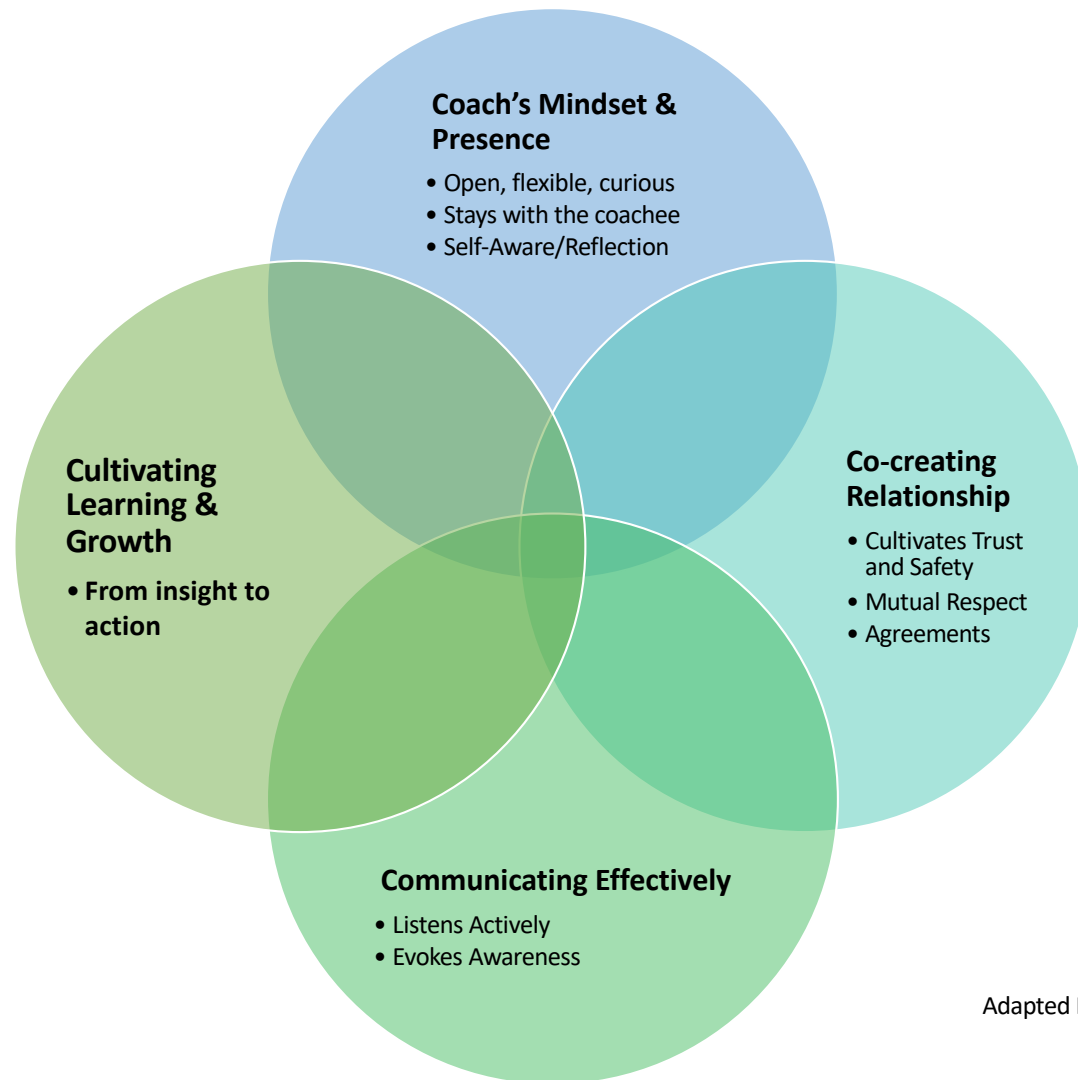
# Evoke Awareness Skill: Powerful Questioning

- Reveal the information needed for maximum benefit to the coaching relationship and your coachee
- Not an interrogation
- What the best question you have *been* asked?
- What is the best question you have asked?

(adapted from ICF core competencies, 2020)

What questions are lingering  
from Parts 1 & 2?

# Fundamental Coaching Competencies



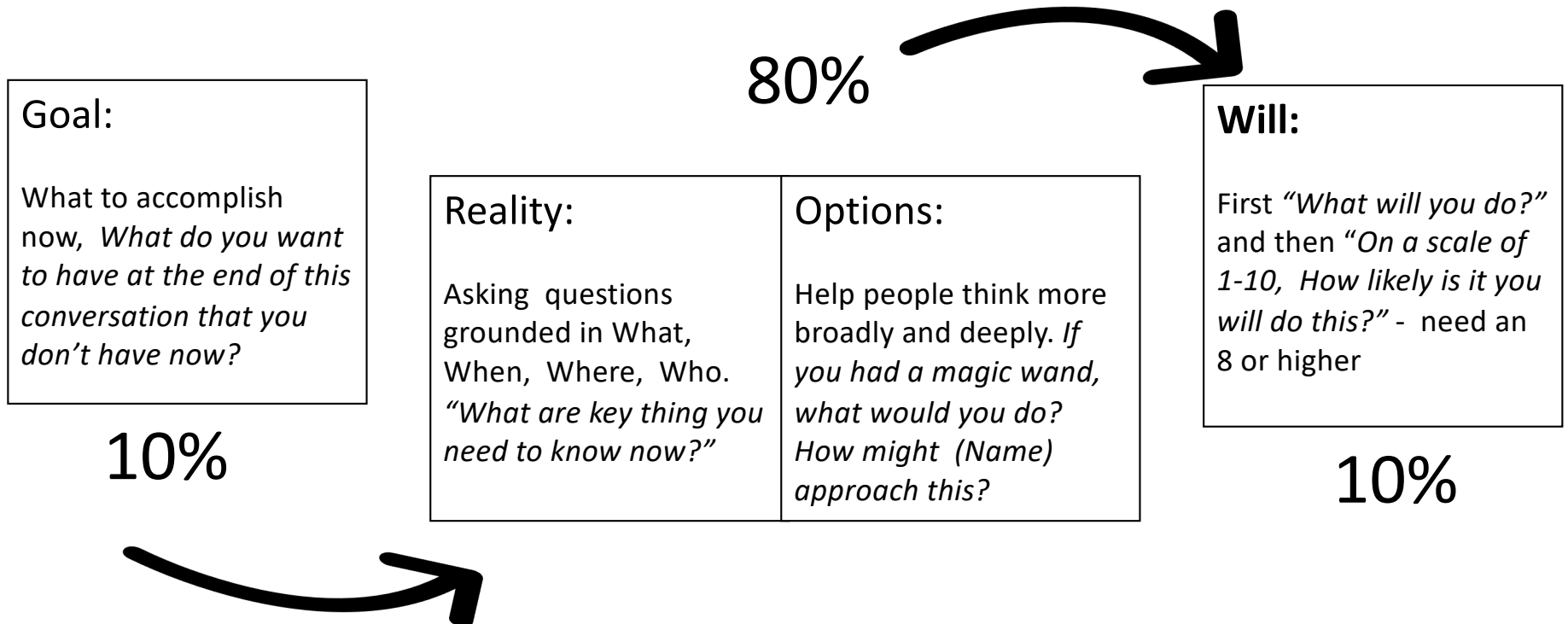
Adapted ICF Competencies, 2020

# Cultivate Learning & Growth

- Partner to transform insight /learning into action.
- Progress towards coaching objective
- Support the person deciding what to do moving forward
  - support mechanisms, resources and potential barriers
- Assists the person to design the best methods of accountability
- Notice and reflects person's progress

(adapted from ICF core competencies, 2020)

# GROW Model: Non-Directive Coaching



(Sir John Whitmore, *Coaching for Performance*, 5<sup>th</sup> Edition, 2017;  
Herminia Ibarra & Anne Scoular, *Leader as Coach*, HBR, 2019)

# Will: Part 1. Accountability

## Decision making

- What will you act on?
- How does this tie into your goal?
- When?
- What might get in the way?
- How will I know? Who needs to know?
- What support will you need?
- What else to consider?
- Important, Ready, Confident are you on a scale of 1-10

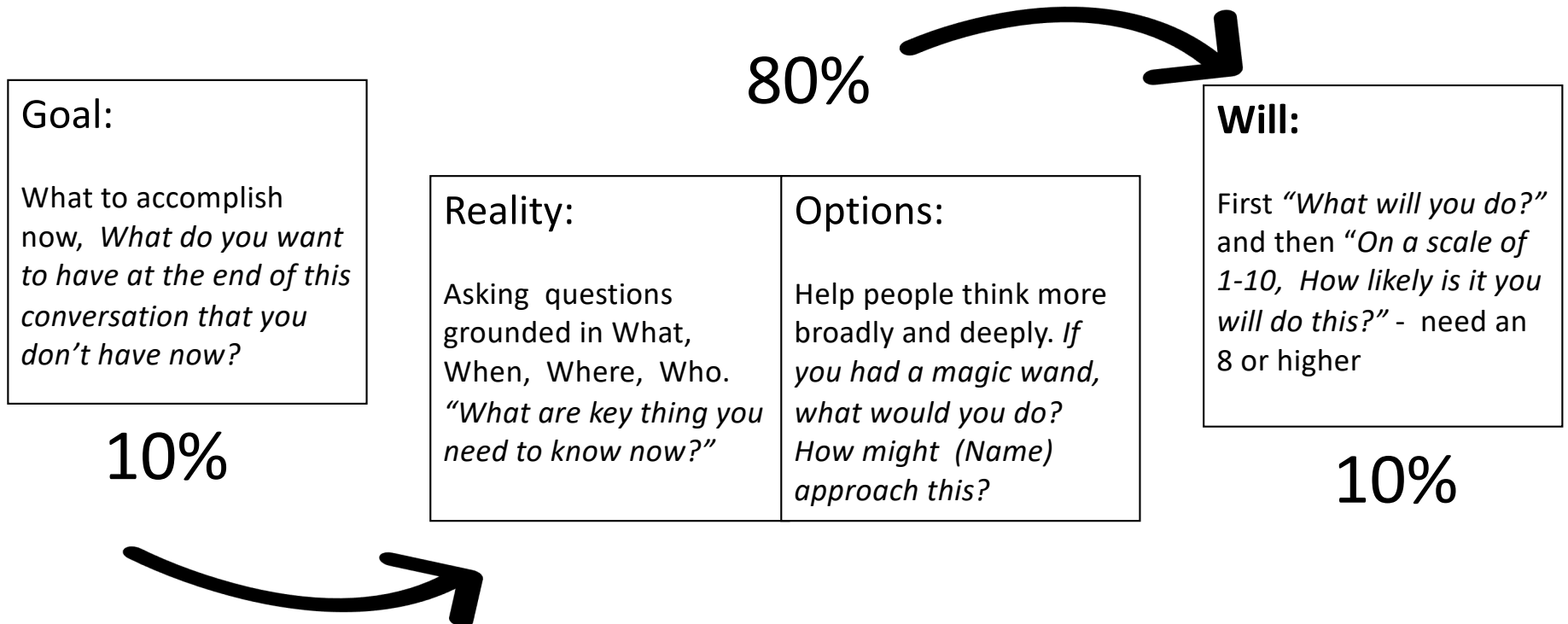
# Will: Part 2. Follow-up & Feedback

## Checking in

- What happened?
- What did you learn?
- What got in the way?
- How will you use this knowledge in the future?



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# Best Practices

- Ask for feedback from your people
- Reflective Practice, a routine of assessing how you approached each coaching interaction
- Manage your own thoughts, emotions
- Mind getting caught in the advice trap
- Get coached: peer to peer, professional coach

## Day 3: Integration Insights & Action

- Questions
- What are you taking away from this program and how will you apply it?

# Thank You



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