


Coaching



Leading Others Through Transitions

Welcome our coaching session



Interaction with a fellow human being, especially one who can understand what you're going through and direct your awareness to the solutions you can use, is a powerful approach to self-help.

Haider Al-Mosawi

Take a moment and read the quote keeping in mind that our session today will talking about coaching.

Ask the group what words they think of when they see themselves in the role of coaching. Write the words down the left side of a piece of chart pack paper.

Next ask the group what words they think come to the minds of workers when they are told they will need coaching. Write these words down the right side of the chart pack page.

Most cases will show that the left side will have very positive words and the right will have negative words.

This is mostly because when we see ourselves in a coaching role we have very positive intentions but when people experience coaching in our agency sometimes the action and the intention don't match.

What is Coaching?

- ❖ The Purpose of coaching is to help staff...
 - Achieve their potential
 - Improve business and performance in specific areas
- ❖ Coaching is a collaborative process.
- ❖ A person has to be willing to be coached.



When we talk about coaching the purpose of having a coach to help is so that the person being coached can achieve their potential and improve the business and the person's performance in a specific area.

Two very important things to remember about coaching is that it is a collaborative process involving the coach and the person being coached and that the person being coached is willing to be coached.

What Coaching is Not!

Coaching is NOT:

- ❖ Performance feedback
- ❖ Discipline/corrective action
- ❖ Therapy or advising
- ❖ Mentoring



It is also important to know what coaching is not so remember it is not the correct time to offer coaching if it is in response to some performance feedback or as a result of discipline or corrective action. Coaching is not therapy or a place to advise people and it is different than mentoring.

Mentoring refers to helping someone to navigate the process of advancement in an organization in most cases.

Peer Coaching Roles

3 Roles for Peer Coaches

- ❖ Thinking Partner
- ❖ Objective Support
- ❖ Help with Accountability



When we talk about helping each other through a process we are talking about you helping someone who may be struggling with a part of a change that you are more comfortable with. This is known as peer coaching.

There are 3 main roles for a peer coach. These are as a Thinking partner, Objective support person, and a person to help hold the person that is being coached accountable for meeting the goals that the coach and person being coached have agreed upon.

Thinking Partner

Some One Who is:

- ❖ Trusted
- ❖ There to help Direct



A thinking partner is a person that the person who is being coached trusts and is there to help direct the person being coached in the right direction to be successful.

It's always easier to see someone else more objectively than yourself. Even if I'm struggling to improve in the same developmental areas as you.

I am much more capable of identifying a solution for you than I am for myself.

It is difficult to know what to do when we find ourselves in the heat of a developmental opportunity. Having someone I can turn to for direction when I'm lost in my old patterns is enormously helpful, especially when this person is someone who knows me and, and is someone I can trust enough to reveal my blind spots and vulnerabilities.

Objective Support

Some One Who Knows:

- ❖ The work we do
- ❖ Our Habits



To be an Objective Support the person should be a person who knows the work being coached on and the habits of the workers and branch being coached.

The person being coached should be able to say “My coaches know my old patterns well because they’ve lived and worked with them over time. You as my peer coach come from a fresh point of view. You can see beyond our history, and you can see many more possibilities and strategies that are way outside the box of my habitual work experience.” about their coach.

Help with Accountability

Some One Who:

- ❖ Knows the Goals
- ❖ Keeps us on track



The coach who is working with a peer should also know the goals that the person being coached has agreed on and is there to keep them on track to succeed in the plan they are coaching the person in.

The person being coached should be able to say, “ I know you’re going to ask me how I’m doing with the goals I set last week. You’re the one I entrusted with my list of what I really want to accomplish, and what I’ve committed to myself I’ll actually do. I’m counting on you to remember to ask me.” to their coach.

Coaching Through Change



The role of change coach
involves:

Supporting each other through the process of
change we experience when projects and
initiatives impact our day-to-day work

Helping us address the barrier points that are
inhibiting successful change.

Remember we are all in this together so it is in our best interest to help each other make transitions that we make a collaborative process. All of us should work together to address how the initiative you are working on will impact our day to day work and address the barrier points as they arise in a timely manner so that they do not inhibit a successful change.

Group Activity



We will now do a group activity to assess our ADKAR position at the moment for the conversion to the new technology.

Follow the directions for the activity on the lesson plan.