

LEADERSHIP CONVERSATIONS



Refer to page 120 in
The Master Coach

How many conversations do you have during the average day? How many of these have an impact on the development of another? How many of them *really* matter?

Leadership occurs one conversation at a time. Think about the hundreds of conversations that you have in any given day—this is where leadership happens. The quality of the conversation determines the quality of the leadership.

Reflect

Which of the *Leadership Conversations Checklist* do you need to be more intentional about? What action will you commit to this week to improve on it?

Leadership Conversations Checklist

- 1. Do you welcome challenging, emotional issues?**
Leadership conversations are high-stakes conversations characterized by purposefulness, emotion, and direction.
- 2. Do you routinely invite feedback and coaching?**
Feedback is one of the most powerful influences on performance, learning, and career development for leaders of all levels.
- 3. Are you genuinely appreciative and affirming of others?**
Appreciation is the coaching perspective in action, in which one avoids the natural tendency to judge and sees the other at their best. Flattery comes from a place of giving to get.
- 4. Do you embrace differences and diversity, or gravitate only to like-minded people?**
Who you are determines what you see, so glean from the experiences and insights of others who see things differently.
- 5. Do you readily take accountability and embrace your personal responsibilities?**
To build a coaching connection, great coaches model accountability and expect it of others. Coaching can only occur in an environment of true personal accountability.
- 6. Are you frequently present, empathetic, and compassionate?**
Focused concentration makes people feel valued and cared for in the coaching conversation.
- 7. Do you provide feedback to truly help others (not to fix them)?**
Check your intentions before giving feedback.
- 8. Do you have a naturally positive and optimistic bias?**
An optimistic bias helps the person being coached see that they have the power to create a tomorrow that is better than today.
- 9. Are you open, vulnerable, and truly seeking to learn?**
Many people are married to the status quo, their opinions, and close-mindedness. Leadership conversations require open-mindedness to explore new ideas, goals, and ways of thinking.
- 10. Do you seek to positively influence and educate others?**