A Coach Approach

Coaching for Sustainable Change

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A personal story
A non-coach approach
demo
A coach approach

Demo
Learning objectives

• Define a coach approach to leadership;
• Evaluate employee issues and their costs from a coaching perspective;
• Determine the payoffs of solving employee challenges by using a coach approach to leadership.
What is performance coaching?

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

—International Coach Federation
<table>
<thead>
<tr>
<th>Problems that a coach approach may solve</th>
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<td>High employee turnover</td>
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<tr>
<td>Employee dissatisfaction</td>
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<td>Underperformance</td>
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<td>Problem solving skills</td>
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<td>Conflict in the workplace</td>
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Why Coaching?

- Employee engagement/communication
- Team building
- Supporting through change
- Plus more!
State of the American Workplace

U.S. Employees: 33% vs. World's Best Organizations: 70% are engaged at work.
Source: Gallup Poll
“Before we get going, I’d like to start with a quick pack-building exercise.”
Adapting to Change
Coaching is about supporting people through change
What’s your case for coaching?
Example:

**Problem:** Employees not getting along with each other.

**Cost:** High levels of tension and stress and increased turnover.

**How coaching helps solve the problem:**

- Models acceptance of other’s ideas, opinions and ways of being, even when there isn’t agreement

- Shifts in awareness occur which result in sustainable behavioral and developmental change
Let’s shift gears
Coaching Excellence

5 Guiding Principles

5 Step Coaching Exchange

5 Core Coaching Skills

Who

What

How

The 5-5-5 Coaching Model

© Coaching Out of the Box™
Five coaching skills

- Listening
- Encouraging
- Questioning
- Requesting
- Action planning
Ask powerful questions

- How will this change things?
- Is this a need or a want?
- What is your biggest challenge?
- What is this costing you?
- What is it time for?
- What is stopping you?
Ask powerful questions

Ask clean questions
Resist judgment
Resist leading

Compare: “Will your first step be to outline the budget?” (leading) and “What will be your first step?”

Compare: “Why are you late for work recently?” (judging) and “What will help you improve your performance?”
Let’s practice powerful questions
What’s the benefit of a coach approach?
Today’s take-aways, tomorrow’s plan
What are you walking away with as a result of today’s class?
Thank You!

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