

A QUICK REFRESH ON THE COACH APPROACH

A Webinar for The State of Pennsylvania Systems of Care

Hosted by: Beth Greenland of Coach Approach Partners

Outcomes of Coach Approach Conversations

- ☑ Building Our Interpersonal Skills
- ☑ Strengthening Others
- ☑ Improving Relationships
- ☑ Leading Adaptive Change
- ☑ Improving Collaboration Across System Partners

SCARF and VUCA

Adaptive Leadership

SCARF

- Status
- Certainty
- Autonomy
- Relatedness
- Fairness

VUCA

- Volatility
- Uncertainty
- Complexity
- Ambiguity

The role of the leader is to help their people thrive in the VUCA world, even though our minds are wired for SCARF!

The Coach Approach Mindset

Meet them where they are, respect their “who-ness”

Know there is often more than one “right” answer

Intend to strengthen others and build independence

Model deep respect and trust for others

Sometimes when we protect people we inadvertently keep them from
growing

The Coach Approach in 5 Minutes

What options do you see?

What do you think is best?

What might get in the way?

What do you think the next step should be?

How can I support you?

Coach Approach Skills

Presence and Centering

Listening

Clarifying

Asking Good Questions

Discussing Feedback

Creating Accountability

Presence

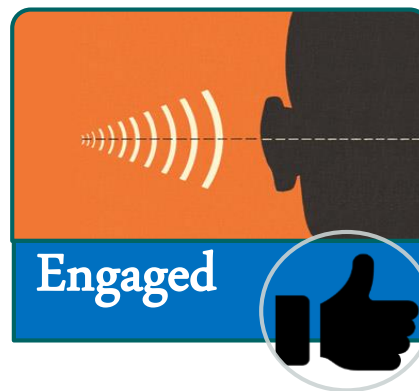
Take a deep breath, focus your attention

If you don't have the time or energy to be present, wait or
reschedule for another time

Presence takes constant practice

Sometimes it's all you need

Listening



Clarifying

Repeat the person's words back as best you remember
(Restating)

Summarize key points without adding your own ideas

Do not get ahead of the coachee. You are at their pace for their development!

Is there anything you are sensing behind the words? (Fear, confusion, etc.) Share what you're seeing (Reflecting)

Asking Good Questions

Common Questions	Coaching Questions
Have you tried _____?	What have you tried? What could you try?
Isn't that _(bad, scary, etc.)_?	How does that make you feel? How might that make you feel?
Who should you go talk to?	How might you prepare yourself for a conversation?
Why are you angry?	How are you feeling? You look like you might be angry. Is that right?
Why did you do that?	What are you going to do differently next time?

Offering Feedback

The intent of feedback is always to help people be more effective

Focus on the behavior and not the person

Most of the feedback is positive – catch them doing something right

“How do you think that went? How do you know?”

“This is what I saw, what did you notice?”

Creating Accountability

Following up confirms importance

Let them know you will hold them accountable

Be flexible and supportive when people and situations change

Encourage and celebrate successes, be curious about failures – what needs to change?

In Summary

- We are present, focused, and listening to understand building status and relatedness
- We ask questions to build critical thinking skills , helping the person build autonomy
- We offer mostly positive feedback, building certainty and relatedness
- We are open to other perspectives – taking the balcony view – and encourage feedback, building fairness

“Between stimulus and response there is a space. In that space is our power to choose our response. In our response lies our growth and our freedom.” Viktor Frankel

Going Forward

First Reaction is ASK QUESTIONS

Make Time, Take Time for presence

Hold Yourself and Others Accountable

Celebrate Successes

Practice and Model Every Day

**HOW HAVE YOU BEEN USING THE COACH APPROACH
MINDSET AND SKILLSET?**

WHAT HAS WORKED WELL FOR YOU?

WHAT QUESTIONS DO YOU HAVE?

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