

COACHING

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I am...

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Presentations about:

- Coaching Essentials
- Manager as a coach.
- The basic instruments of coaching
- Stages of coaching
- Team coaching
- ...

Literatures sources:

- <http://coachingstyles.frederickpearce.com/csebooks.html>
- <http://angusmcleod.com/coaching-models-methods/>

COACHING



Video:

- <https://www.youtube.com/watch?v=nFx6yKZrzco>

When use coaching?

- I know, what I want, but I don't know how to do it...
- I don't know what I want...
- I am successful, but I want more...
- I want to change world...
- I need someone who can support me...
- I hate all around me, but I want to change it...

Answer:



what are
your
dreams?

what are
your
goals?

what are
your
passions?

what are
your
skills?





Life Coaching

is

your
OPPORTUNITY

OPPORTUNITY

to take your life from good

to

GREAT!

Start with...

- What's great about your life this week?
- How have you grown this week?
- What did you accomplish this week?
- Who did you serve?
- What did you learn?
- Who else will benefit?
- What are you grateful for?

Coaching Sessions in Company



Body language during coaching sessions



Six-Question Process

- 1. Where are we going?
- 2. Where are you going?
- 3. What is going well?
- 4. What are key suggestions for improvement?
- 5. How can I help?
- 6. What suggestions do you have for me?

Sample Coaching Sessions:

- <https://www.youtube.com/watch?v=UY75MQte4RU>
- https://www.youtube.com/watch?v=O_vlekGIt_M



Wage Committee. Classwork.



6 things every leader should know about coaching



“Companies realize only 40-to-60 percent of their strategies’ potential value”

- **Coaching is a new, fast growing leadership field**
- **There’s no agreed upon coaching definition**
- **Coaching is all about awareness & responsibility**
- **Coaching should be a leadership style, not a tool**
- **Be careful not to mix performance coaching with counselling**
- **GROW is the most popular coaching method**

Coaching samples in groups:



“If you can dream it, you can achieve it.”

– Zig Ziglar

GROW model

- ***G for Goal setting:*** *define the short- and long-term goals*
- ***R for Reality:*** *explore the current situation*
- ***O for Options:*** *identify and evaluate different action strategies*
- ***W for Will:*** *what will you do by when?*

GROW Coaching Model Questions: Goal Setting

- What is the aim of this discussion?
- What would need to happen for you to walk away feeling that this time was well spent?
- If I could grant you a wish for this session, what would it be?
- What would you like to happen that is not happening now, or what would you like not to happen that is happening now?
- What outcome would you like from this session/discussion/interaction?
- Can we do that in the time we have available?
- What do you want to achieve long term?
- What does success look like?
- How much personal control or influence do you have over your goal?
- What would be a milestone on the way?
- When do you want to achieve it by?
- Is that realistic?
- Is that positive, challenging, attainable?
- Will that be of real value to you?
- How will you measure it?

GROW Coaching Model Questions: Reality

- What is happening now? (what, where, when, who, how much, how often). Be precise if possible.
- How do you know that this is accurate?
- How have you verified, or would you verify, that that is so?
- What other factors are relevant?
- Who is involved (directly and indirectly)?
- What is their perception?
- When things are going badly on this issue, what happens to you?
- What happens to the others directly involved?
- What is the effect on others?
- What have you done about this so far?
- What results did that produce?
- What is missing in the situation?
- What do you have that you're not using?
- What is holding you back?
- What is really going on (intuition)?

GROW Coaching Model Questions: Options

- What could you do to change the situation?
- Tell me what possibilities for action you see. Do not worry about whether they are realistic at this stage.
- What approach/actions have you seen used, or used yourself, in similar circumstances?
- What else could you do?
- What if...? (time, power, money, etc.)
- Who might be able to help?
- Would you like another suggestion from me?
- Which options do you like the most?
- What are the benefits and costs of each?
- Which options are of interest to you?
- Would you like to choose an option to act on?

GROW Coaching Model Questions: Will

- What option or options do you choose?
- To what extent does this meet all your objectives?
- What are your criteria and measurements for success?
- When precisely are you going to start and finish each action step?
- What could arise to hinder you in taking these steps?
- What personal resistance do you have, if any, to taking these steps?
- What will you do to eliminate these external and internal factors?
- Who needs to know what your plans are?
- What support do you need and from whom?
- What will you do to obtain that support and when?
- What could I do to support you?
- What commitment on a 1-to-10 scale do you have to taking these agreed actions?
- What prevents this from being a 10?
- What could you do or alter to raise this commitment closer to 10?
- Is there anything else you want to talk about now or are we finished?

GROW model



GROW® Model

Rapport



- a good understanding of someone and an ability to communicate well with them:

We'd worked together for years and developed a close/good rapport.

She has an excellent rapport with her staff.

Rapport vide:

- <https://www.youtube.com/watch?v=dU8VH6vurXg>

How can we create it?



Customize:

- Voice
- Body language
- Breathing
- In agreement with opinions and values
- Use the same words

Visual type of person

Values:

- Appearance
- Order
- Direct communication
- Rich imagination
- It is important what it looks like

Audial type of person

Values:

- Sounds, words
- It is important to be heard
- It is important what it sounds like

Kinesthetical type of person

Values:

- Feelings
- Contact with the closest
- Comfort, not appearance
- Energetic ties
- It is important what it feels like

TASK:



1. Please divide into pairs.

2. You have 2 roles:

- Coachee to establish rapport;
- Client.

3. You have 2 topics to choose from:

- a) Which competenses should be developed.
- b) The most important journey of my life.

4. The timing 5 min for 1 story.

5. We discuss: who helped and who disturbed to establish rapport.

Boss or Leader?



The infographic is divided into two main vertical sections. The left section has a crumpled paper background and is titled 'BOSS' in large black letters. Below the title is a black silhouette of a person with hands on hips. At the bottom of this section, it says 'TAKES CREDIT'. The right section has a solid dark blue background and is titled 'LEADER' in large white letters. Below the title is a white silhouette of two people, one pointing towards the other. At the bottom of this section, it says 'GIVES CREDIT'. Between the two sections is a small circle containing 'V/S'. At the top right of the infographic is the 'wittyfeed' logo. At the bottom left, there is a credit line: '@ARVIND.LAKHANI2 @WITTYFEED.COM'. At the bottom right, there is a note: 'You can use poster by giving proper courtesy'. Below the main infographic are six smaller panels, each with a 'BOSS V/S LEADER' title and an illustration. The first panel shows a boss pointing at a chart and says 'DRIVES EMPLOYEES'. The second panel shows three people and says 'COACHES THEM'. The third panel shows a person pointing at a chart with a thought bubble and says 'USES PEOPLE'. The fourth panel shows three people with arms raised and says 'DEVELOPS PEOPLE'. The fifth panel shows a person sitting at a desk with another person standing and says 'COMMANDS'. The sixth panel shows two people and says 'ASKS'.

BOSS V/S **LEADER**

TAKES CREDIT

GIVES CREDIT

@ARVIND.LAKHANI2
@WITTYFEED.COM

You can use poster by giving proper courtesy

BOSS V/S **LEADER**

BOSS V/S **LEADER**

BOSS V/S **LEADER**

DRIVES EMPLOYEES

COACHES THEM

USES PEOPLE

DEVELOPS PEOPLE

COMMANDS

ASKS



Jef Bezos vs Elon Musk



Tim Cook and Mark Zuckerberg



Richard William Costolo and Howard Schultz



DIFFERENCE BETWEEN a Boss and a Leader

The differences between a boss and a leader are apparent to those who work directly below someone within an organization. Your superior can make your day miserable or they can make it absolutely amazing depending on the way they communicate. If you aren't sure if you are working for a boss or a leader, check out the difference below to get a better understanding of your current situation.

BOSS

- Drives employees
- Depends on authority
- Inspires fear
- Says, "I"
- Places blame for the breakdown
- Knows how it is done
- Uses people
- Takes credit
- Commands
- Says, "Go"

LEADER

- Coaches them
- On goodwill
- Generate enthusiasm
- Says, "We"
- Fixes the breakdown
- Shows how it is done
- Develops people
- Gives credit
- Asks
- Says, "Let's go"

Goals

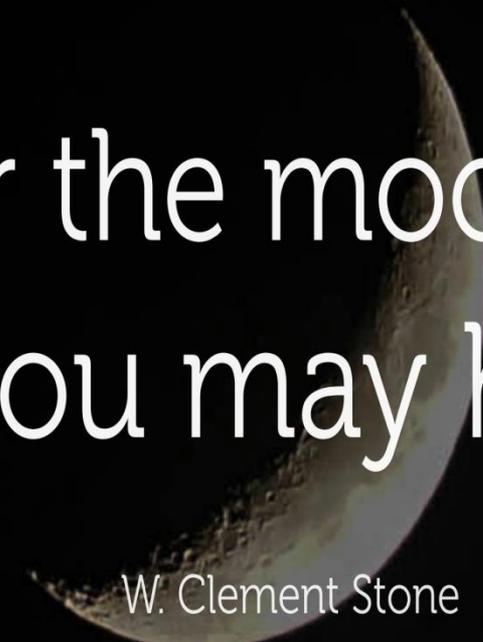




If you aim at nothing,
you will hit it every time.

Zig Ziglar

“ quotzfancy

A crescent moon is visible in the background, partially obscured by the text. The moon is in the lower right quadrant of the image, showing its characteristic curved shape and surface details.

Aim for the moon. If you
miss, you may hit a star.

W. Clement Stone

Goals



S Specific

M Measurable

A Agreed

R Realistic

T Time phased

P Positively stated

U Understood

R Relevant

E Ethical

C Challenging

L Legal

E Environmentally sound

A Appropriate

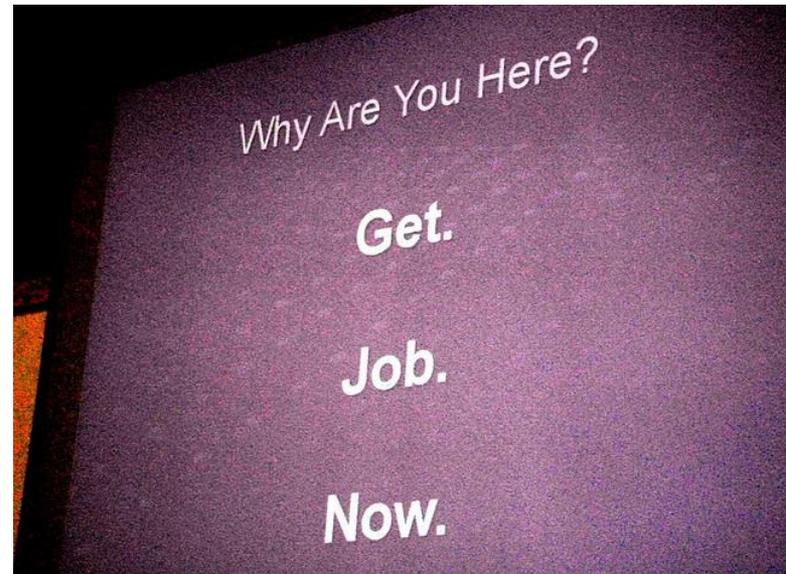
R Recorded





How to set goals?

- <http://www.goalsontrack.com/home/why>



The Results of Good Coaching Are...

- Defined and understood goals
- Aligned expectations between the team leader and team members
- Transfer of knowledge on a “just-in-time” basis
- Increased individual motivation and morale
- A more adaptive and reactive team
- Improved team performance and safer resident care

Exercise: Coaching

- Split into groups of three
- Review the scenarios and Coaching Feedback Form (CFF)
- Each participant takes a turn playing the coach, team member, and observer
- The coach provides feedback to the team member in the scenario
- The team member role plays the scenario
- The observer completes the CFF and then shares with the groups



Exercise: Coaching

