

Coaching

The “secret sauce” to building a culture of accountability

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Operational Innovations, San Diego

Passion - People - Performance

Helping organizations build high performing teams and thrive

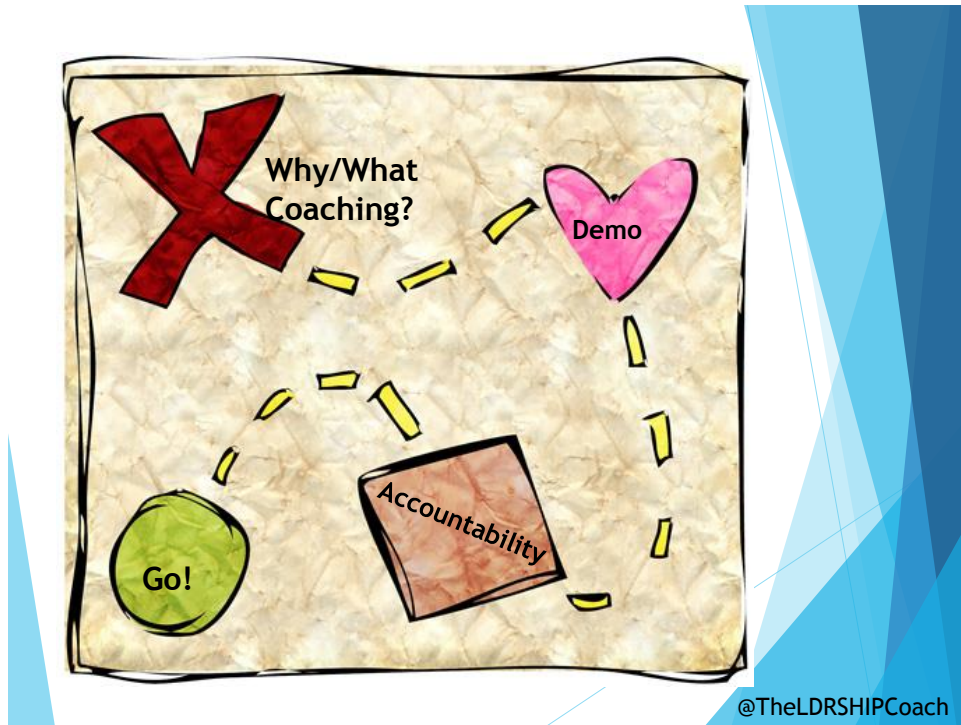
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The Numbers

One study conducted by MetrixGlobal LLC, companies including Booz Allen Hamilton received an average return of \$7.90 for every \$1 invested in executive coaching.

A report of the Personnel Management Association showed that when training is combined with coaching, individuals increase their productivity by an average of 86% compared to 22% with training alone.

Top 4 impacts reported as a result of coaching

1. Improved communication skills 72%
2. Increased self esteem/self confidence 80%
3. Optimized individual/teamwork performance 73%
4. Improved work/life balance 67%

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The benefits: Coachee

- ▶ Establish and take action towards achieving goals
- ▶ Become more self-reliant
- ▶ Gain more job and life satisfaction
- ▶ Contribute more effectively to the team and the organization
- ▶ Take greater responsibility and **accountability** for actions and commitments
- ▶ Work more easily and productively with others (boss, direct reports, peers)
- ▶ Communicate more effectively

Source: <https://instituteofcoaching.org/coaching-overview/coaching-benefits/>



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The benefits: Organization

- ▶ **Overcome** costly and time-consuming performance problems
- ▶ **Strengthen** employees' skills so you can delegate more tasks to them and focus on more important managerial responsibilities—such as planning
- ▶ **Boost** productivity by helping your employees work smarter
- ▶ **Develop** a deep bench of talent who can step into your shoes as you advance in the company
- ▶ **Improve** retention; employees are more loyal and motivated when their bosses take time to help them improve their skills
- ▶ **Make** more effective use of company resources; coaching costs less than formal training

Source: <https://workplacepsychology.net/2017/08/13/the-many-benefits-of-coaching-employees/>

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A 'Culture of Coaching' Is Your Company's Most Important Ingredient for Success — *Entrepreneur.com*

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Who's serious about it?



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What is Coaching?

ICF defines coaching as partnering with clients in a thought-provoking and creative process that inspires them to maximize their personal and professional potential.

KB: Coaching is a deliberate process utilizing focused conversations to create an environment for individual growth, purposeful action, and sustained improvement. It is designed to help people focus on what they need to do more and less of to achieve their goals.

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What coaching is NOT...



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Scenario...

- ▶ You are the manager
- ▶ You and your employee have had a conversation about this issue before
- ▶ You're running into him in the hallway and he brings it up again, and asks for your time
 - ▶ ISSUE: He's having a conflict with an fellow employee that is shutting him down.
- ▶ You're in a rush to a meeting...
- ▶ **How do you handle this?**
 - ▶ What do you do?
 - ▶ What do you say?

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What does coaching look like?



Source: <https://youtu.be/mlbydOx2Ew>

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Assumptions of Successful Coaching

- ▶ The coachee as naturally creative, resourceful and whole, and completely capable of finding their own answers to whatever challenges they face.

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Coaching and Accountability

- ▶ **Competency 9, 10 and 11: Designing Actions, Planning And Goal Setting, And Managing Progress And Accountability**
 - ▶ Coach invites or allows client to explore progress towards what s/he want to accomplish in the session.
 - ▶ Coach assists the client to design what actions/thinking client will do after the session in order for the client to continue moving toward the client's desired outcomes.
 - ▶ Coach invites or allows client to consider her/his path forward, including, as appropriate, support mechanisms, resources and potential barriers.
 - ▶ Coach assists the client to design the best methods of **accountability for her/himself**.

Source: <https://coachfederation.org/pcc-markers>

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How can I get started?

- ▶ Know yourself (DiSC, 360, Feedback, etc..)
- ▶ Emotional Intelligence (Empathy)
- ▶ Powerful questions
- ▶ Get your own coach!

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Powerful Questions

4 Essential Traits of Powerful Questions:

- ▶ Focus more on the person you're talking to than on the situation you're talking about.
- ▶ Are open-ended, and typically begin with the interrogative "What."
- ▶ Always come from a place of authentic, open curiosity.
- ▶ Very often, the most Powerful Question is the "dumb" question, the question that makes no assumptions.

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Get your OWN coach!



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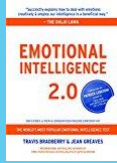



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Resources

- ▶ **International Coaching Federation (ICF):**
<https://coachfederation.org/>
- ▶ **30 Awesome Coaching Questions for Leaders:** <https://hr-gazette.com/30-awesome-coaching-questions-for-leaders/>

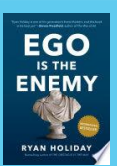

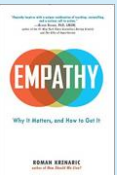

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Resources

	<p>Emotional Intelligence 2.0</p> <p>Why: Self, Stress Management</p>	
	<p>Thanks for the Feedback: The Science and Art of Receiving Feedback Well</p> <p>Why: Understanding self and others</p>	

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Resources

	<p>Ego is the Enemy</p> <p>Why: Self Assessment</p>	
	<p>Empathy: Why It Matters, and How to Get It</p> <p>Why: Human connection</p>	

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Upcoming Events

- ▶ **Executive & Leadership Coaching**
 - ▶ Free Discovery Session (3 Openings)
 - ▶ <http://operational-innovations.com/professional-coaching/>
- ▶ **Public Workshop:**
 - ▶ “Beyond the User Story”, a 2-Day Immersive #Bootcamp for Product Owners
 - ▶ October 3 &4
 - ▶ PROMO Code: PMISD0906

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Thank You!



- Organizational Transformation
- Executive & Leadership Coaching
- Training
- Public Speaking

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