

Conversations that Inspire: Coaching for Learning & Change

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Our plan.

- *What do we mean by coaching conversations in our context?*
- *When is coaching the appropriate approach in higher education?*
- *How do insights from coaching improve communication at work?*

“Anyone can be a coach.”

Model 1

- *defined by relationships*
- *skills based*
- *informal: being prepared*
 - *managing*
 - *contributing*
 - *collaborative*

“Coach in the moment.”

Model 2

- *conversations required by your work*
- *formal approach*
 - *management coaching*
 - *mentoring conversations*
 - *professional coaching*
 - *team coaching*

“Understand
your culture.”

- *culling the best of various approaches*
- *need for a growth mindset*
- *focus on results*
- *what is measurable*

measurable
coaching
results*

Behavioral Results

- More timely, direct communication
- Quicker, more complete decisions
- Increased employee engagement
- More flexibility
- Greater resilience
- Strong intra- and inter-departmental collaboration
- More effective meetings
- Decreased conflict
- Less duplicative work

* adapted from V. Bianco-Mathis & L. Nabors, *Everyday Coaching* (2017).

measurable
coaching
results*

Business Results

- Increased profits
- Increased employee retention
- Strengthened customer relationships
- Sales and productivity goals and targets met or exceeded
- Increased presence with customers
- Shortened time to market
- New hires onboarded more effectively
- Learning transfer more quickly achieved
- Organization adapts more quickly to change

* adapted from V. Bianco-Mathis & L. Nabors, *Everyday Coaching* (2017).

the 5 C's

- **clarity** *data collection*
- compassion
- curiosity
- confirmation
- commitment

the 5 C's

- clarity
- **compassion** *awareness of emotion*
- curiosity
- confirmation
- commitment

the 5 C's

- clarity
- compassion
- **curiosity** *willingness to learn*
- confirmation
- commitment

the 5 C's

- clarity
- compassion
- curiosity
- **confirmation** *reassurance*
- commitment

the 5 C's

- clarity
- compassion
- curiosity
- confirmation
- **commitment** *path for action*

benefits

- self-awareness
- responsibility for personal development
- reinforces strengths
- authenticity
- transparency
- mutual accountability and ownership

Insights from Conflict Coaching

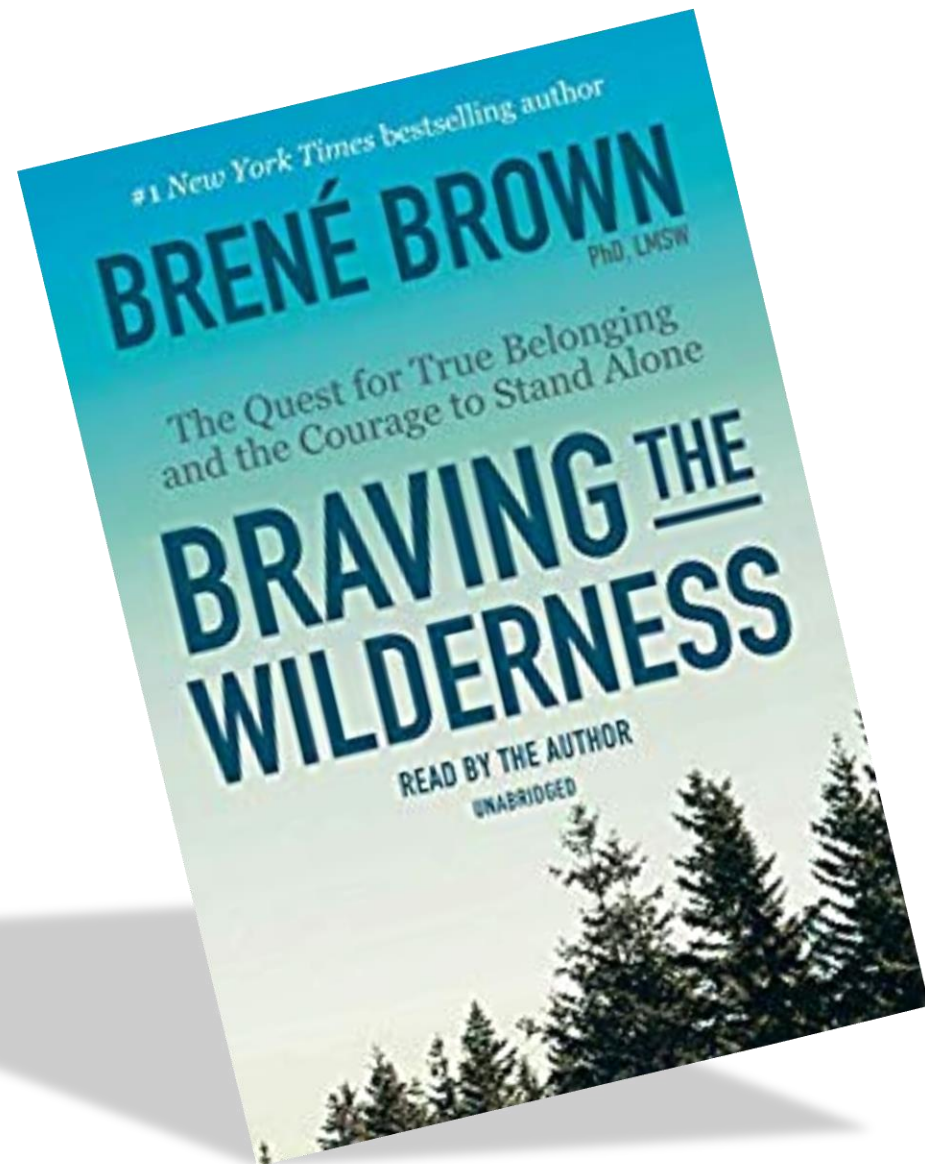
Let's talk.

- 5 scenarios
- how would you coach this conversation for a better outcome?
- focus on intentionally implementing the 5 Cs
- 10 minutes

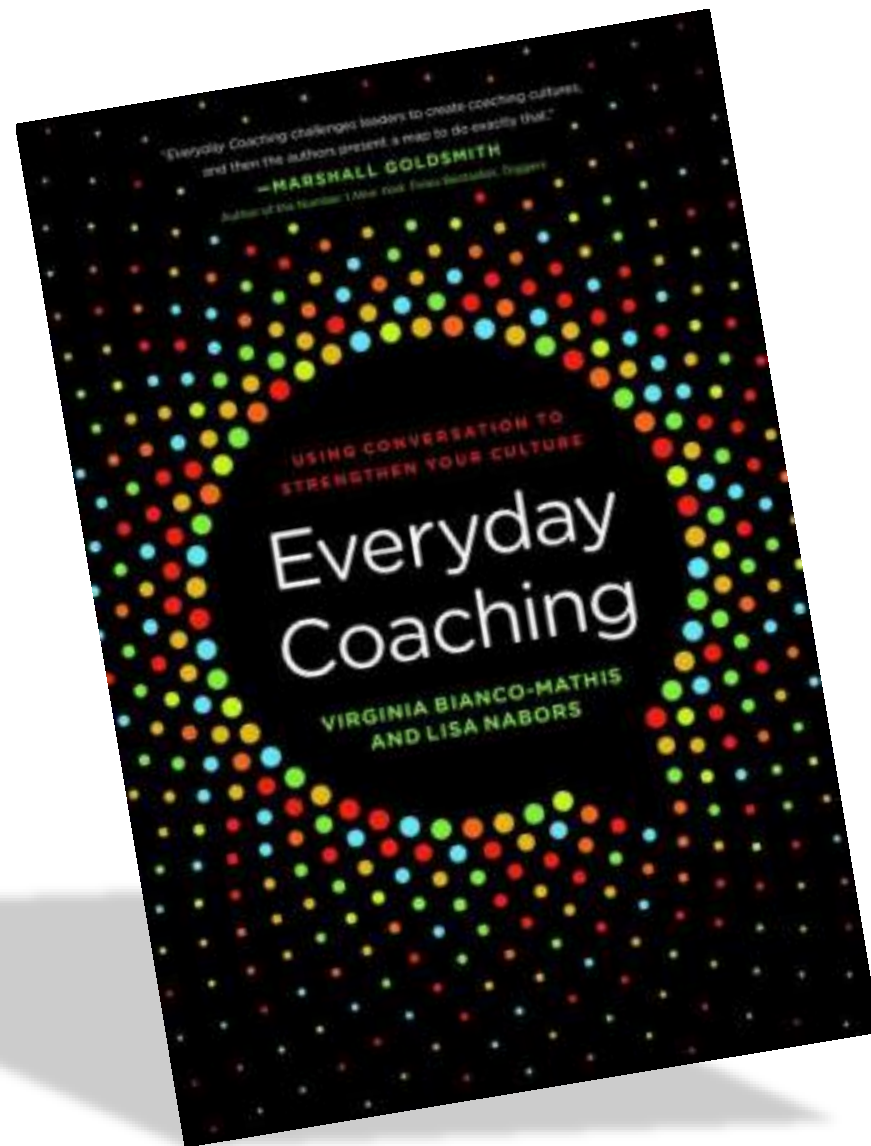
clarity
compassion
curiosity
confirmation
commitment

What worked?

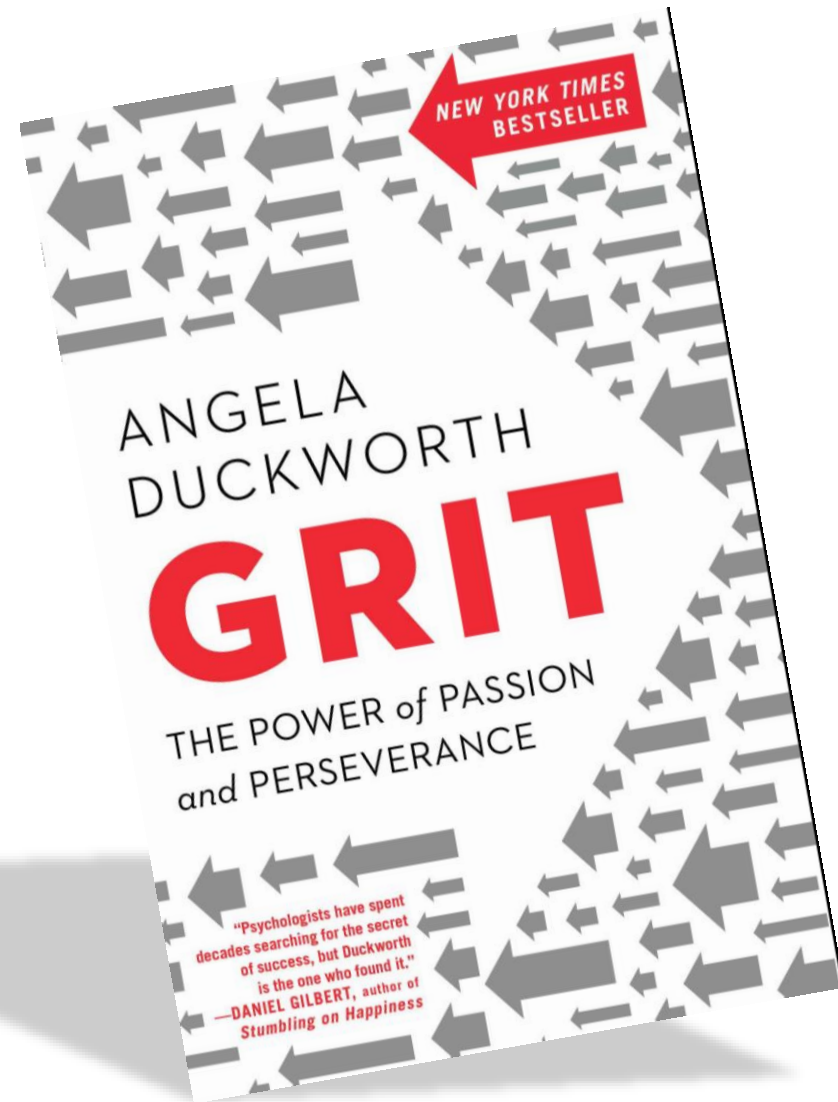
How do I keep
learning?



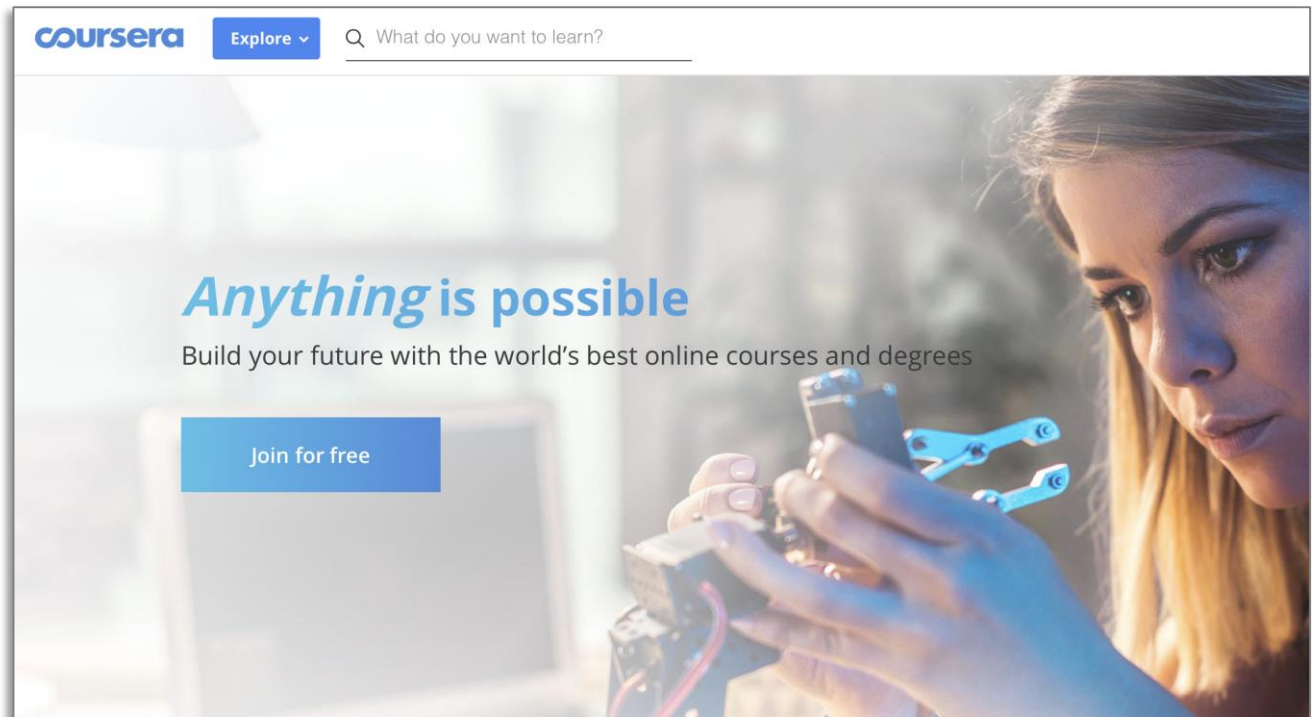
How do I keep learning?



How do I keep
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How do I keep learning?



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Thank you.

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