Conversations that Inspire: Coaching for Learning & Change

Carrie Herrig, Dr. Anne Kelsch & Emily Holth
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
### 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).*
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

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 learning?
How do I keep learning?
How do I keep learning?
Thank you.

- carrie.herrig@UND.edu
- anne.kelsch@UND.edu
- emily@sustainablesolutionsgf.com