

Reflective questions.

How often do you use coaching and how could you use this technique more?

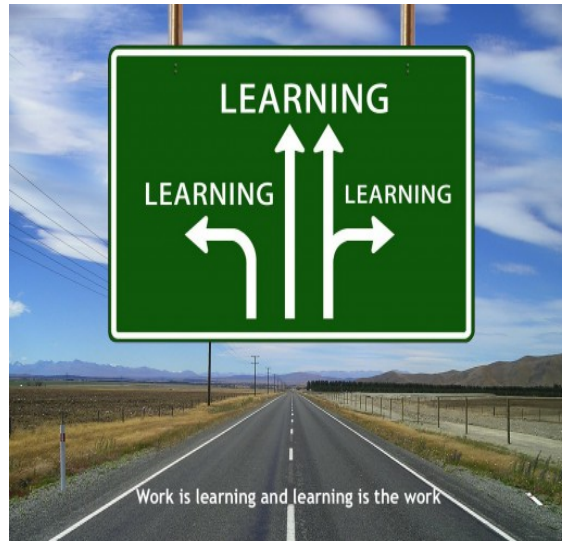
What do you need to put in place so you have a good balance from your own personal coaching wheel to enhance your development for 2017?

How could you adapt the coaching wheel to help your team within a coaching session?

Neuro & Mindful Leadership – Think & Act Like A Leader

Conscious Coaching

Are questions the answers to gaining solutions and solving problems?



Conscious Coaching

Cause or Effect?
Which side are you on?

Goal setting

“We cannot solve our problems with the same thinking we used when we created them.” Albert Einstein.

Six styles of facilitation

Conscious coaching linked to Enabling and Releasing

DIRECTIVE

MANAGER leads

Informing

Directing

Confronting

PUSH

Enabling

PULL

Supporting

Releasing

FACILITATIVE

**Manager helps
DELEGATE to lead**

CL

**Releasing
Cathartic**

Releasing emotions which block progress

PULL

When

- If the Delegate is afraid of risk or failure
- If the Delegate feels incompetent
- If the Delegate is frustrated, demotivated, angry

Skills

- **Active listening**
- **Questioning**
- **Showing empathy**
- **Feeding back what you perceive**
- **Creating a supportive climate**

Traps

- Talking, not listening
- Making it hard to express emotions
- Spending too long
- Going too deep
- Sympathising too quickly
- Denying or criticising their feelings

Examples

- "Why are you not very confident about this?"
- "What is the problem here?"
- "I have the impression that you don't agree with this..."
- "Tell me about it..."

CT

**Enabling
Catalytic**

**Promoting self-discovery,
self-directed learning**

PULL

When

- To achieve a deeper level of understanding
- To encourage the individual to take responsibility
- To promote motivation and commitment

Skills

- **Wide range of questions**
- **Reflecting and paraphrasing**
- **Provoking curiosity**
- **Keeping hands in pockets!**
- **Silence**

Traps

- Too many closed questions
- Structuring too soon
- **DIRECTING** in other words
- Following **YOUR** curiosity
- Not clarifying objectives

Examples

- "What advice would you give to the next person to do this?"
- "How do you intend to start?"
- "What would you do differently next time?"
- "How important is this to you?"

- What is coaching?
- What makes a good coach?
- What does not make a good coach?
- When is it appropriate to coach?
- What are the main things to remember when setting up a coaching session?
- What is mentoring?
- When is it appropriate to mentor instead of coach?
- What are the benefits for the organisation?
- What are the benefits for the individual?

Benefits for an Organisation

- Improves individual and team performance
- Enhances staff engagement
- Strengthens the culture and ethics of an organisation
- Stimulate open and honest dialogue
- Feed continuous improvement
- Supports the strategic performance goals
- Supports the values of the organisation
- Gives the company a competitive advantage
- Increases the overall productivity
- Increase bottom line profit
- Sustain the workforce and core capability

Benefits for the Individual

- Enhanced work place enjoyment
- Improved self-confidence and self-worth
- Improved engagement, participation and commitment
- Become aware of both their strengths and blind spots
- Feel that they are valued and supported
- Overcome limiting beliefs
- Feel motivated
- Stimulate renewed enthusiasm
- It can stretch and challenge an individual in a fear free environment

Empowerment –

There are no un-resourceful people only un-resourceful states

Which side are you on?

Are you at cause or at effect in the events that shape your life?

Being in Cause will help you keep in a resourceful state

Cause –

Do you perceive you are in control of the direction that your life is taking and are therefore in control of how you feel?

or

Effect –

Or do you perceive there are outside forces that determines what and how you feel?

It's very important always to get your learning so you can revert back to a positive state

Effect Questions* include:

- What's wrong with me?
- What's wrong with them?
- Whose fault is it?
- Why doesn't anything ever work for me?
- Why is everyone so stupid and annoying?
- Why bother?

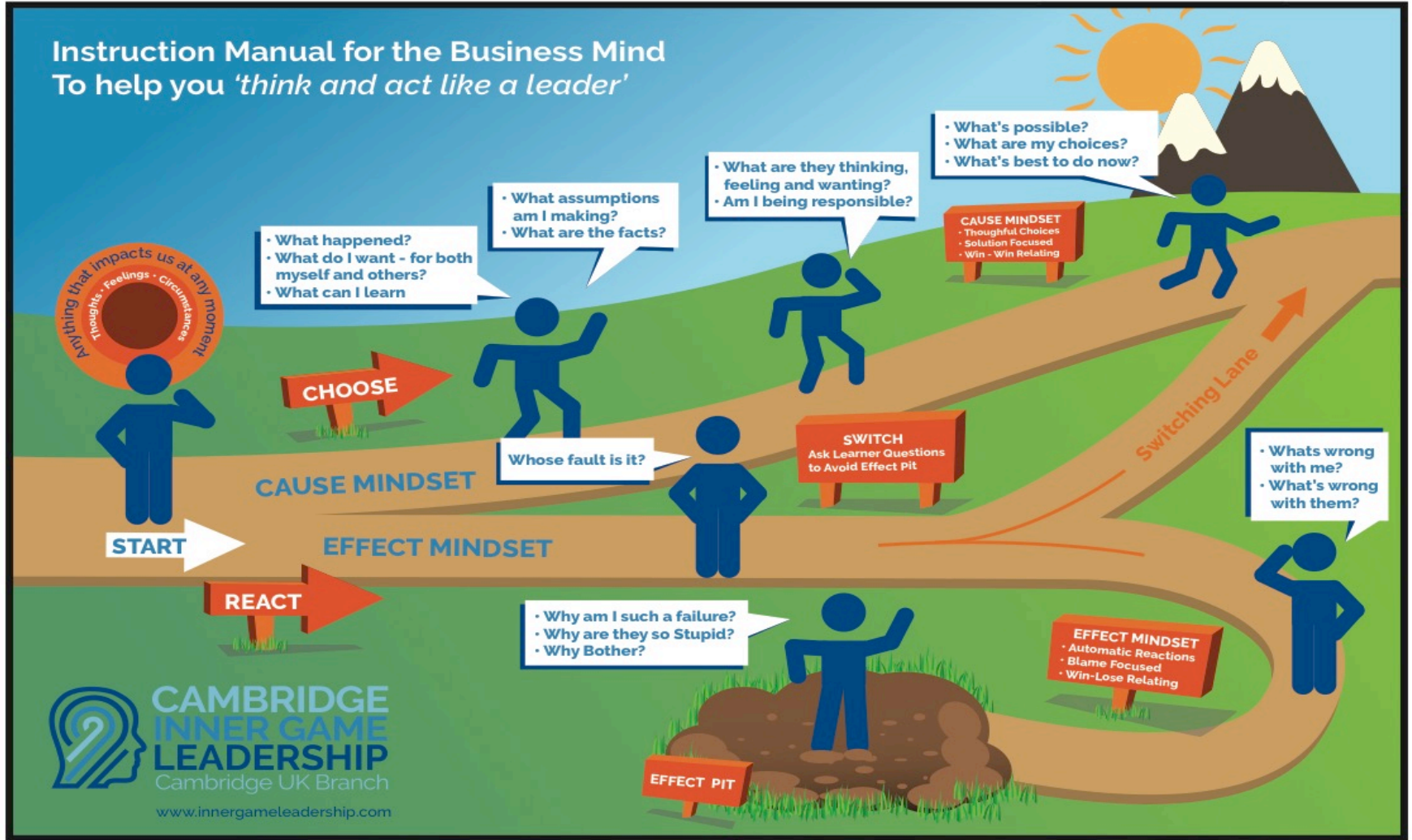
Results of Effect Questions:

- A mood of pessimism, negativity and stress
- Mindset: judgmental, reactive, critical, inflexible
- Relating: win-lose, "defensive or aggressive" thinking and behaviors

Switching Questions include:

- Am I in Effect?
- Is this what I want to be feeling (or doing)?
- What would I rather be feeling (or doing)?
- What would happen if nothing changes?
- How **else** can I think about this?
- Am I willing to switch?

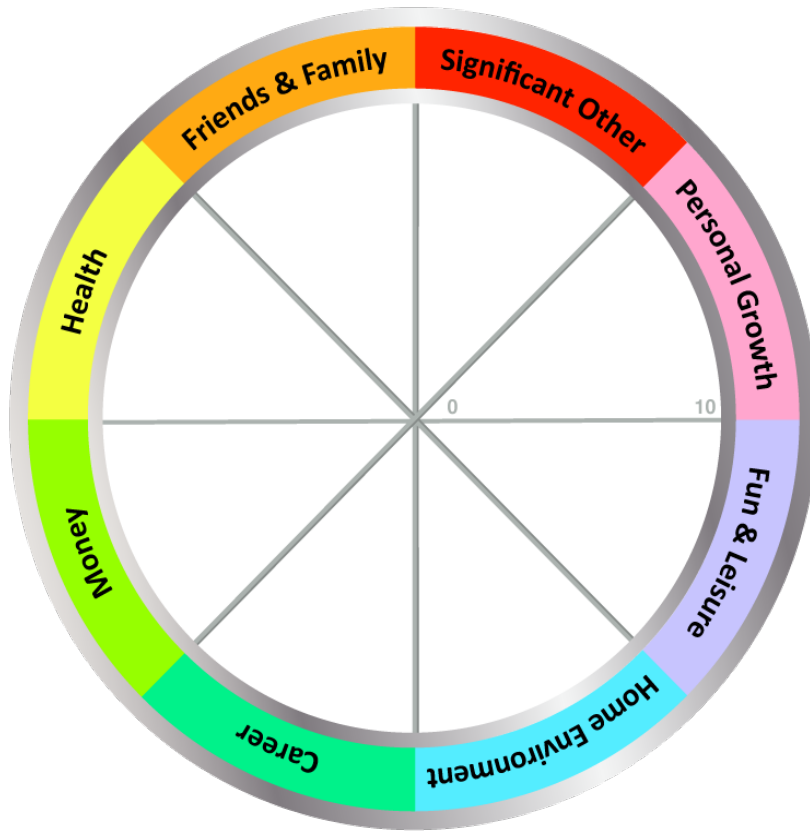
Instruction Manual for the Business Mind
To help you *'think and act like a leader'*



Coaching Guiding Principles

- People are resourceful – PEOPLE do not need to be fixed because they are not broken. The best answers come from the individual and not the coach.
- Discuss the framework – confidentiality, the goal of the session, timing. It's a conversation with a purpose.
- The coach's role is to increase the team member's resourcefulness; **it's not to give advice.** Empathic listening needs to occur.
- Be non-judgemental – Respect other people's filters. **Avoid the word why.**
- Be Quiet. Don't feel you must have an immediate reply.
- Ensure rapport.
- Ensure your understanding. Ask clarifying questions and restate what you perceive the speaker to be saying if you are not sure.
- Read the speaker. Observe and be aware of the emotions behind the words. Is the speaker angry, afraid, frustrated or resentful. Use your sensory acuity.
- **Are they in cause or effect?**

Stage 1 for conscious goal setting



EXAMPLE

