



Coaching for Performance

Presented by:

Melissa Asher, Director of Training and Development

A decorative wavy line at the bottom of the slide, with a yellow top layer and an olive green bottom layer.

Introduction



Melissa Asher, PMP, SPHR, SHRM-SCP

Director, Training and Recruitment
CPS HR Consulting

Our Intention

To explore and discuss effective coaching processes to completely release employee potential within the workplace



Conversation Outline

- What is coaching?
- Power of distinctions
- Coaching principles & skills
- Coaching questions
- What's next?



What is Coaching?

When you think of coaching,
what comes to mind?



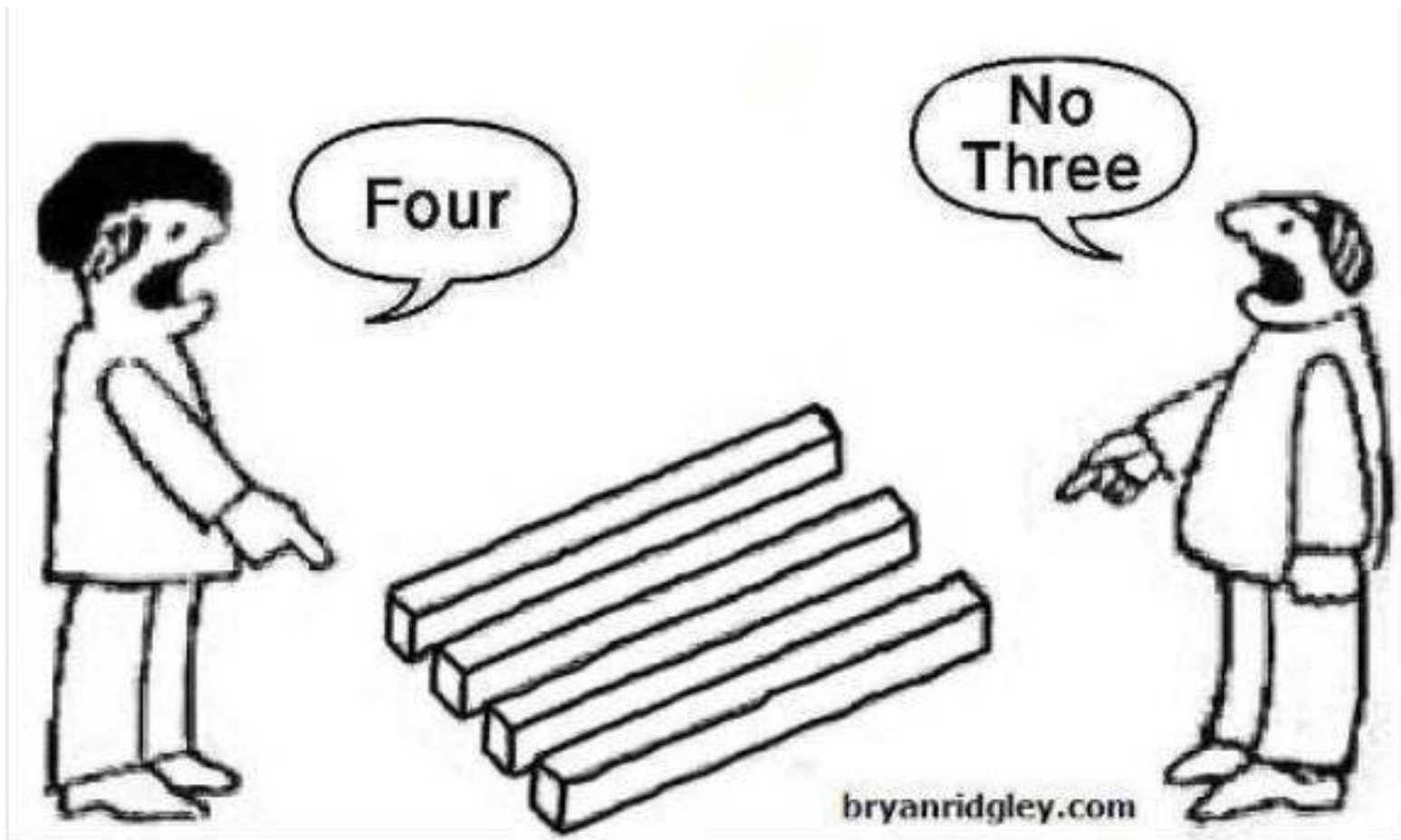
A Definition...

Coaching is about **inspiring**, **empowering** and **engaging** people to establish a new level of thinking, commitment and performance; reaching beyond what has been and breaking out of status quo

How is this like what a
supervisor does?

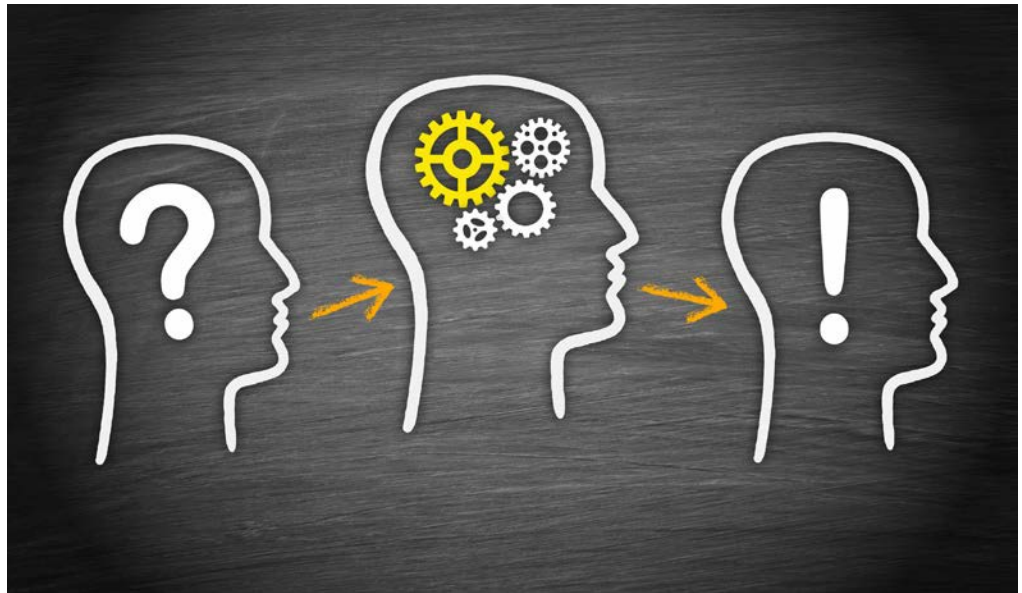
How is it different?

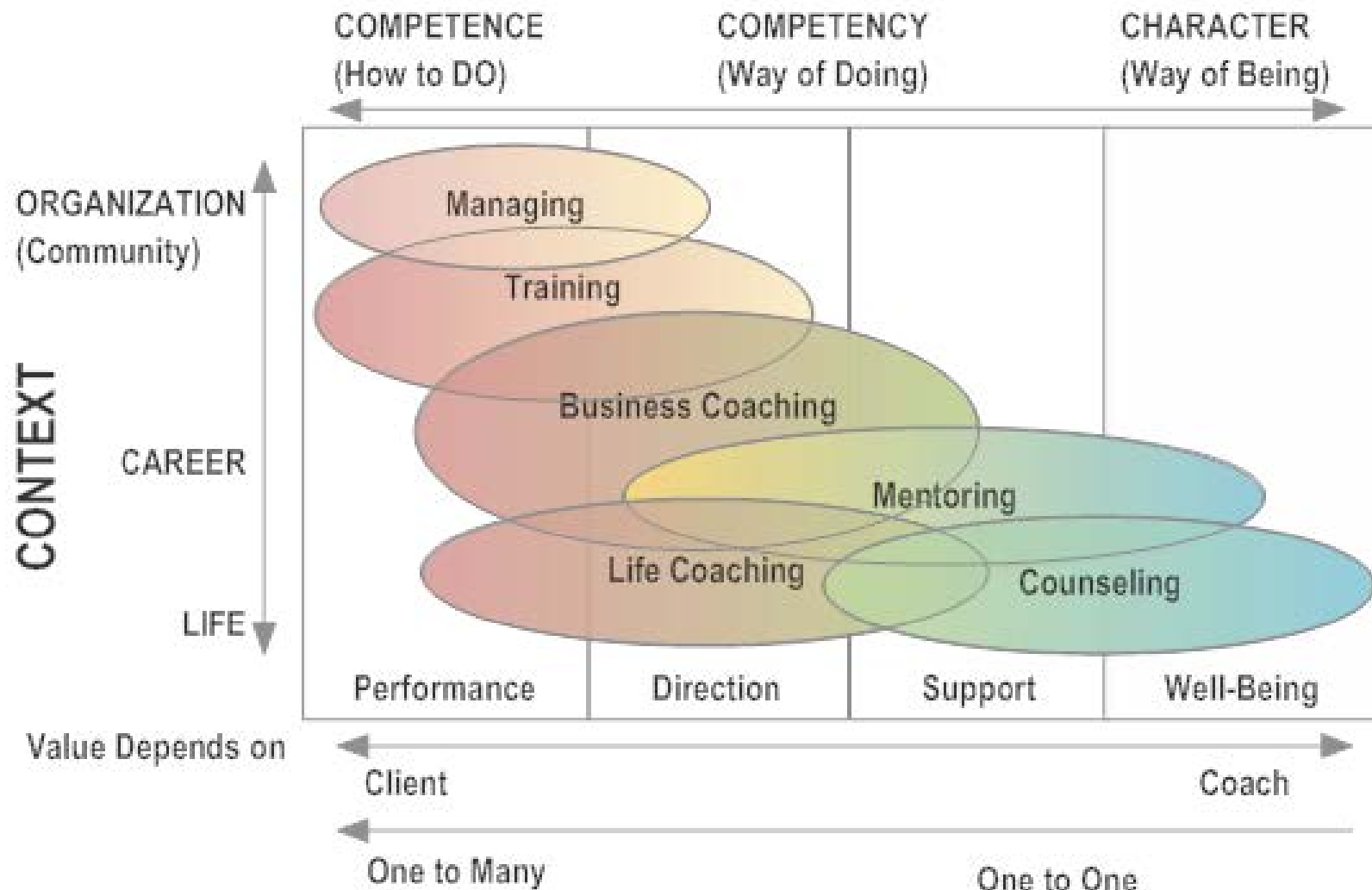




Power of Distinctions

What are the differences between managing, coaching, training, and counseling?





Coaching

“I cannot teach anybody anything; I can only make them think.”

–Socrates, first coach on record

The **core** principle of coaching is self-directed learning

Core Coaching Skills

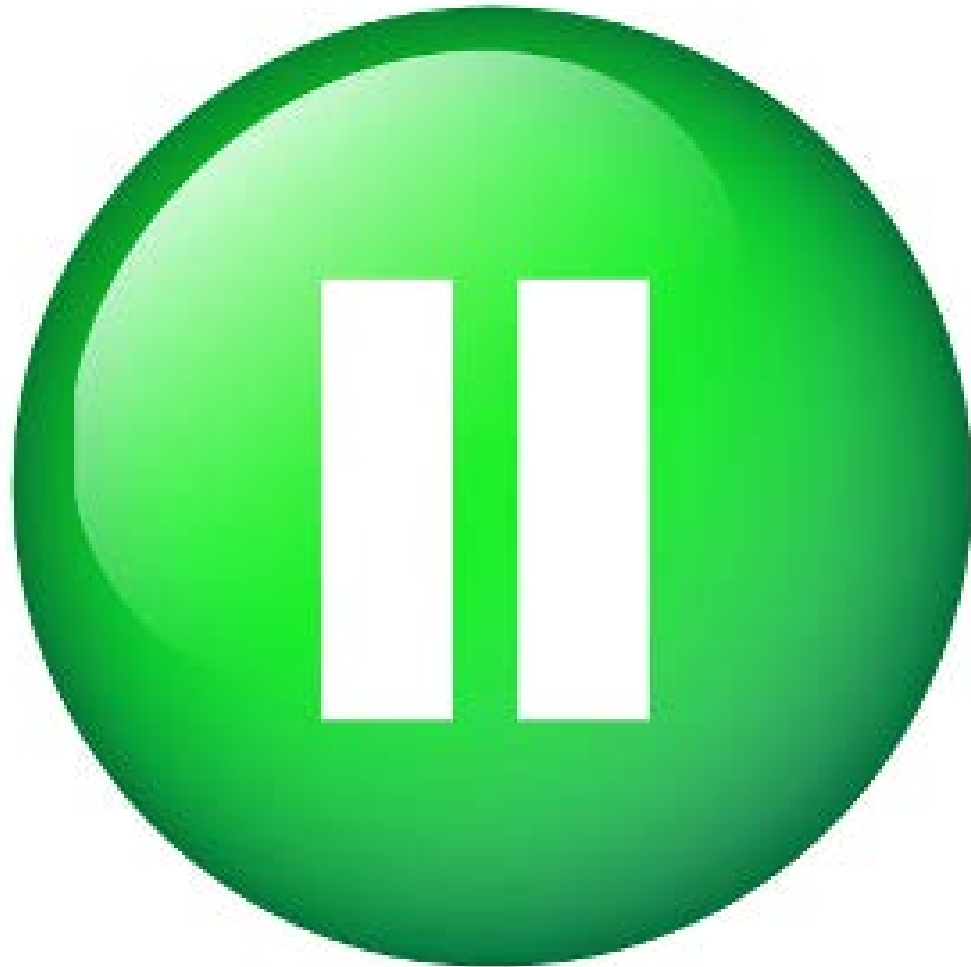
- A focused listener
- Powerful questions
- Thinking partner
- Accountability partner
- Partner for performance



Focused Listening

- Choose to be fully present
- Shut down the voices
- Use a mental parking lot
- Quiet yourself
- Be engaged





Powerful Questions – W4

- What is working?
- What is not working?
- What is missing (that would make a difference)?
- What is next (forwarding the action)?

Powerful Questions

Observation

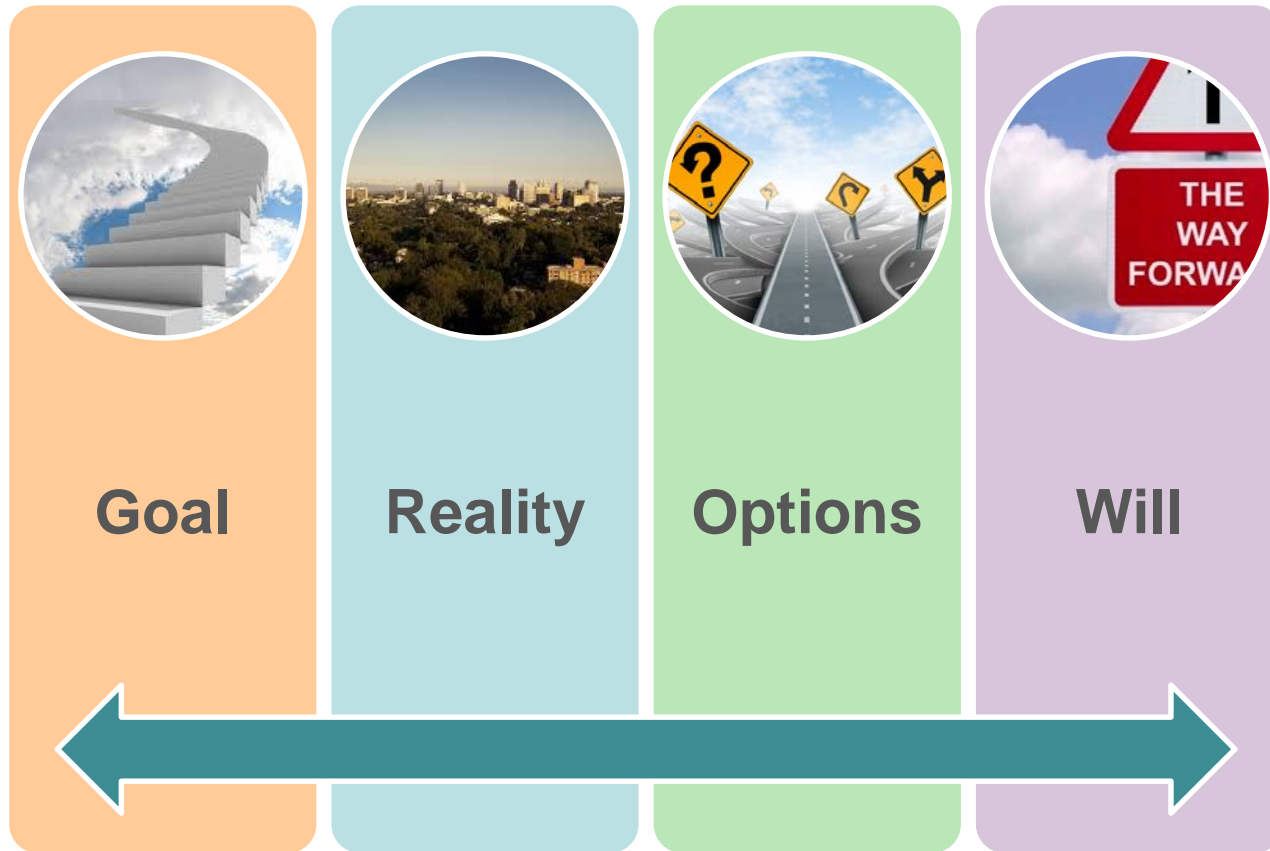
WITHOUT

Evaluation



S3

The GROW Model



Structure

- Opening (shared intention)
- Exploration
 - Choose a model
- Closure



Creating Commitments

- Use agreed-upon accountability
- Coachee defines action and measurement
- How much?
- By when?



Partnering for Performance

It's a partnership

- Equally owned
- Both engaged
- All benefit



Application Activity

- Try out one of the tools in the next 30 days
- Identify what worked and what didn't work
- Create an action plan for a team member
- Discuss with immediate supervisor ways to incorporate an idea or two into your group
 - Try S³ framework for your one-on-one meeting
 - Not scheduled, ask for one

Summary

- What is coaching?
- Power of distinctions
- Coaching principles
- Coaching skills
- Coaching questions
- Practice



Thank you!

Contact Info:

www.cpshr.us

masher@cpshr.us

916-471-3358