

Coaching Skills for Winning Leaders presented by Rory Rowland

Coaching Skills

- Coach Like Milk Mom
- What Questions Can You Ask?

Coaching Skills

- What is your perception of coaching?
- What is coaching?

Coaching is -

“Unlocking a person’s potential to maximize their own performance.

It is helping them to learn rather than teaching them.”

John Whitmore

Google’s Project Oxygen findings – (Eliminated all their managers.)

1. Is a good coach
2. Empowers the team and does not micromanage
3. Expresses interest in and concern for team members’ success and personal well-being
4. Is productive and results-oriented
5. Is a good communicator—listens and shares info
6. Helps with career development
7. Has a clear vision and strategy for the team
8. Has key technical skills that helps advise the team

What is Your Team’s Potential Gap? Where is your team and where could they go?

P=P-I

Performance = Potential – interference

Even though we don’t really know what the issue is, we’re quite sure we’ve got the answer they need.

Remember the **success** of your organization in the past will not lead to the success of your organization in the future. The old way of managing and running an organization will not work in the future.

Employees who have had **proper coaching** are member focused, cost conscious, quick and fluid, and working toward continuous improvement.

In today's organizations, **proper coaching is necessary** because of all the challenges that this "new normal" environment brings.

7 Coaching Questions – from "The Coaching Habit" by MBS

- What's on your mind?
- And what else?
- What's the real challenge here for you?
- What do you want?
- How can I help?
- If you're saying yes to this, what are you saying no to?
- What was most useful for you?

4 Coaching Stories

CEO – CLO

CEO has a CLO who has been at the CU longer than the CEO has been alive. But you can't fire this guy. What do you do?

Manager Not Performing

CEO has long-term employee/manager not performing. Is worried about age discrimination. What do you do?

Manager Leads with Questions

Senior manager has a delinquency problem. What do you do?

SVP Promotes a VP

The person who didn't get the job is upset. The SVP is terrified. What do you do?

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