

Make People Awesome!

Incorporating Coaching Practices to Unlock Potential
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TriAgile 2017

Overview

1. What is Coaching?
2. The Leadership Mindshift
3. The Agile Inspiration – Modern Agile
4. Four Practical Coaching Skills



BrightSpark
COACHING

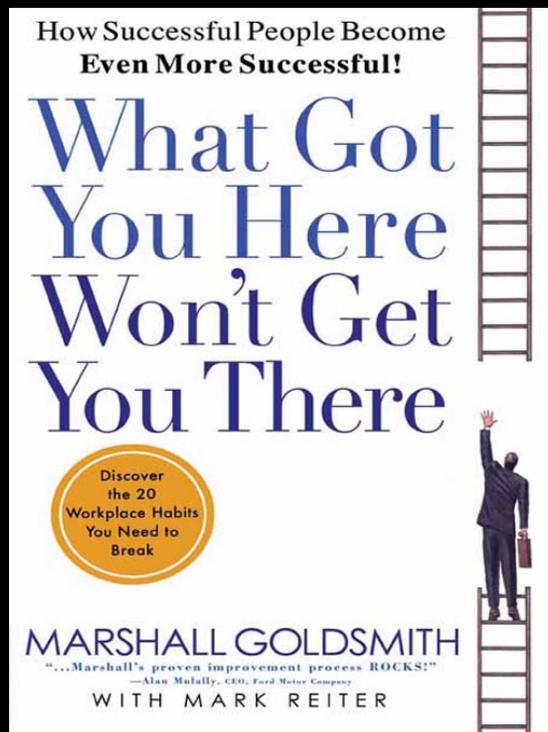
“Partnering with clients in a thought-provoking and creative process that inspires them to maximize their personal and professional potential”

What is Coaching?

"A good leader is one who can tell another how to reach his or her potential; a great leader is one who can help another discover this potential for him or herself." -Bo Bennett

A **great mentor or consultant** is one who can tell another how to reach his or her potential.

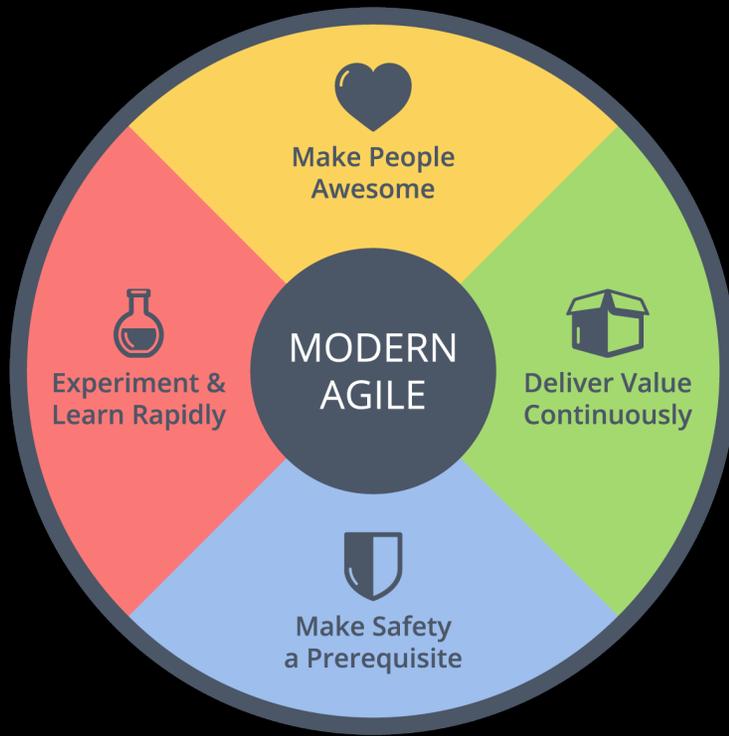
A **great coach** is one who can help another discover this potential for him or herself.



"It's a very hard transition—making a transition from a great individual achiever, a smart person, who is successful in their own right, usually technically competent at something, and then gets promoted higher up."



**Agile Trends:
Collaboration and Coordination
Scaling Up and Out**



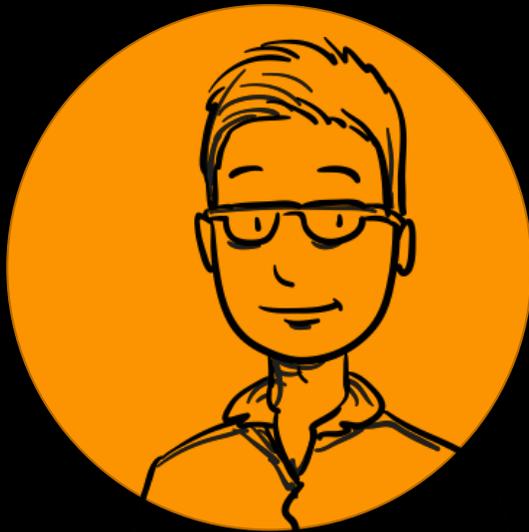
Modern Agile

Joshua Kerievsky
<http://modernagile.org>

***“What incredible benefits can we give to the customer?
Where can we take the customer?”***

-Steve Jobs

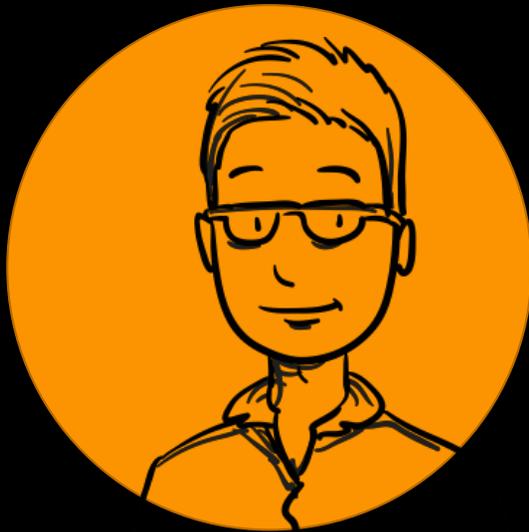
**How can we make everyone in the ecosystem awesome?
This includes the people who use, make, buy, sell or fund
our products and services.**



"I have a big presentation coming up next week and I just can't get motivated to start working on it."



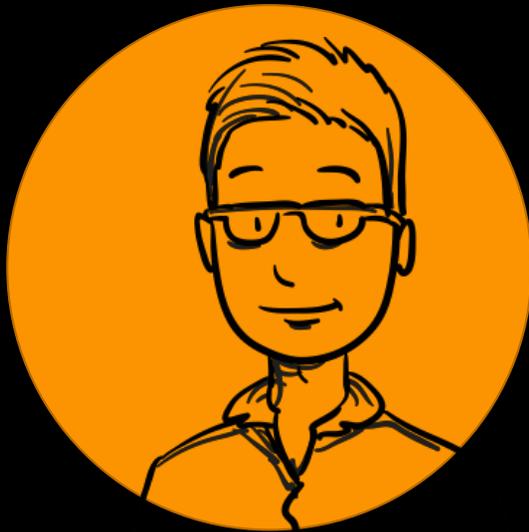
"Yeah, unfortunately, you just have to force yourself to do it. Whenever I have something to do that I don't want to I just think of the quote, 'the only way out is through.' Don't you want to just get it done and move on to other things?"



"Yes, I've tried to push myself, but I feel overwhelmed with the size of it and I don't know where to start."



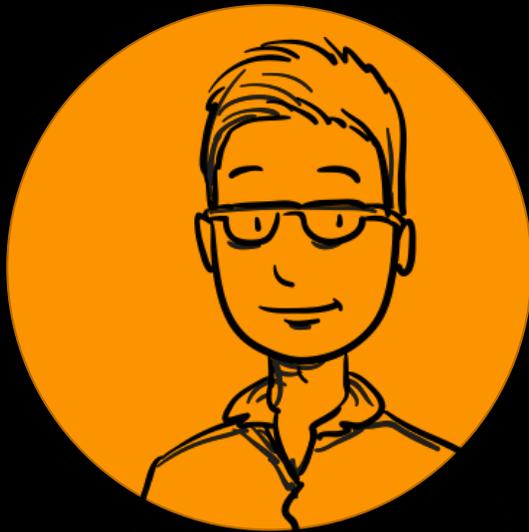
"I know how you feel. Just last week I had so many tasks on my plate I didn't know where to start. I got myself organized, and that helped. Do you want me to help you get organized?"



"I have a big presentation coming up next week and I just can't get motivated to start working on it."



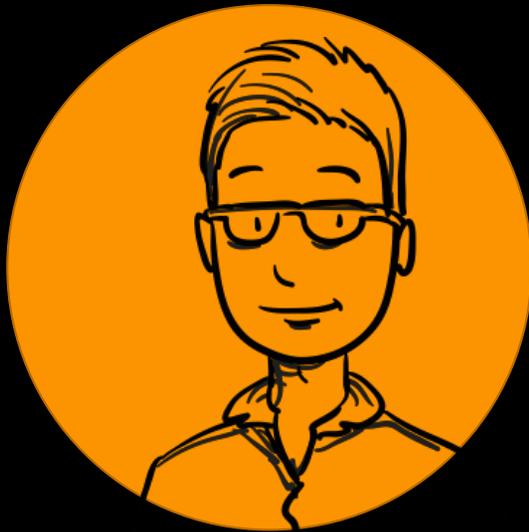
"So you're saying you're feeling really stressed and that's stopping you from working on your presentation. What other thoughts come up when you think about working on it?"



"Mostly, I'm just overwhelmed with the size and don't know where to start."



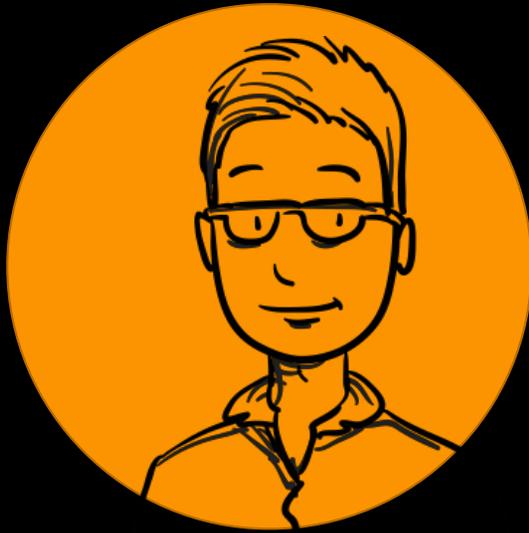
"When you get overwhelmed and stressed, it makes total sense that you wouldn't take action. Anyone in your shoes might get stuck."



**Big Sigh* "Yeah, thanks."*



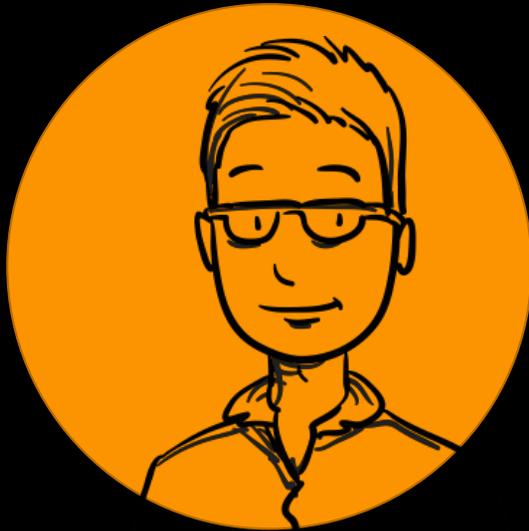
"Tell me about a time in the past where you felt stressed with a project but you were able to finish it."



“Well, there were quarterly reviews last year. I had a lot going on and still managed to get them done on time.”



“What was it about you that really made that situation successful?”



"I suppose it was my organization skills. Once I understood the scope and had a plan in my head, everything felt a lot more manageable."



"How can you bring your organization skills to this situation?"

***“Most people do not listen with the intent to understand;
they listen with the intent to reply.”***

-Stephen R. Covey

Types of Listening

Subjective

"Whenever I have something to do that I don't want to I just think of the quote, 'the only way out is through.'"

Objective

"not able to work on your presentation"

Intuitive

"feeling really stressed"

Acknowledging

- So what you're saying is...
- In other words...
- Let me share what I heard to make sure I got it right...

Validating

“When you get overwhelmed and stressed, it makes total sense that you wouldn’t take action. Anyone in your shoes might get stuck.”

- You have every right to feel frustrated because...
- It makes all the sense in the world that you would feel angry given...
- Given the fact that (details about the situation), it’s understandable you’d feel confused. Anyone in your situation might feel that way.
- You feel you’ve been hurt, so it’s no wonder you feel resentful.

Ask Empowering Questions

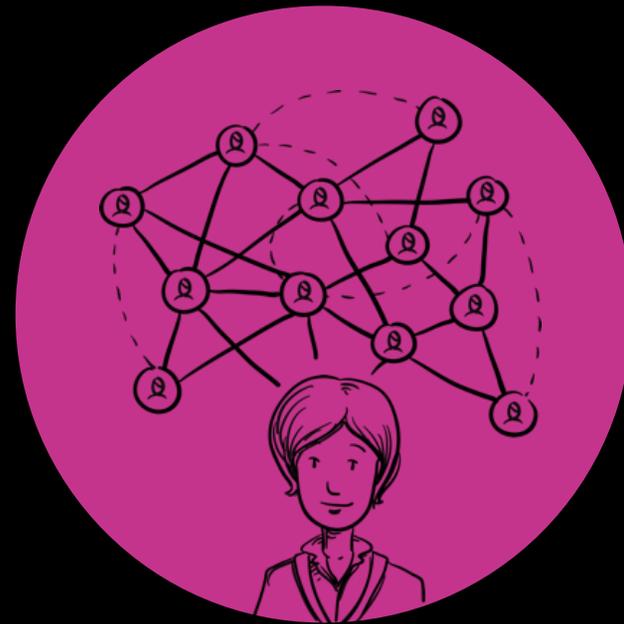
"Don't you just want to get it done?" and "Do you want me to help you get organized?"

"What thoughts come up for you?" and "Tell me about a time..."

- Do you have a life plan?
- What did you learn from that situation?
- How will you demonstrate your commitment to the project?
- Is there a way that you could make yourself into your ideal leader?
- If you had all the time in the world, what would you do differently?

Ask Empowering Questions

- Who
- What
- When
- Where
- Why
- How
- Tell Me



"Where do we grow from here?"

-Bruce D. Schneider

Questions?



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