

# 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

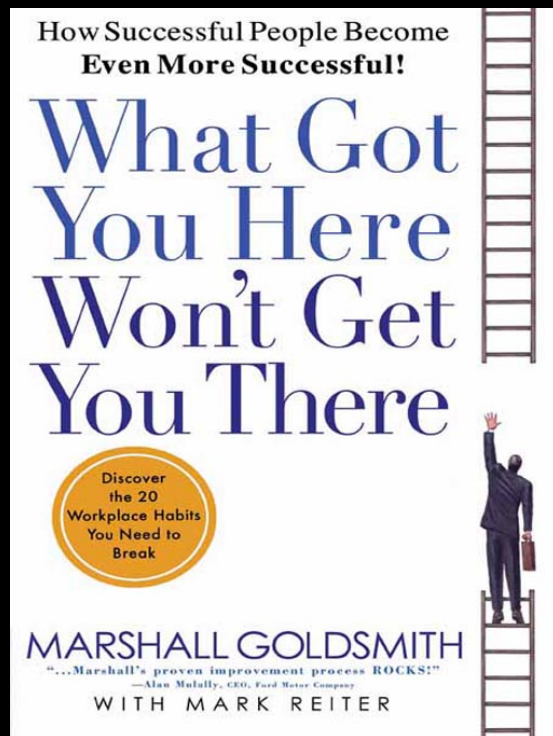
***“Partnering with clients in a thought-provoking and creative process that inspires them to maximize their personal and professional potential”***

# *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.

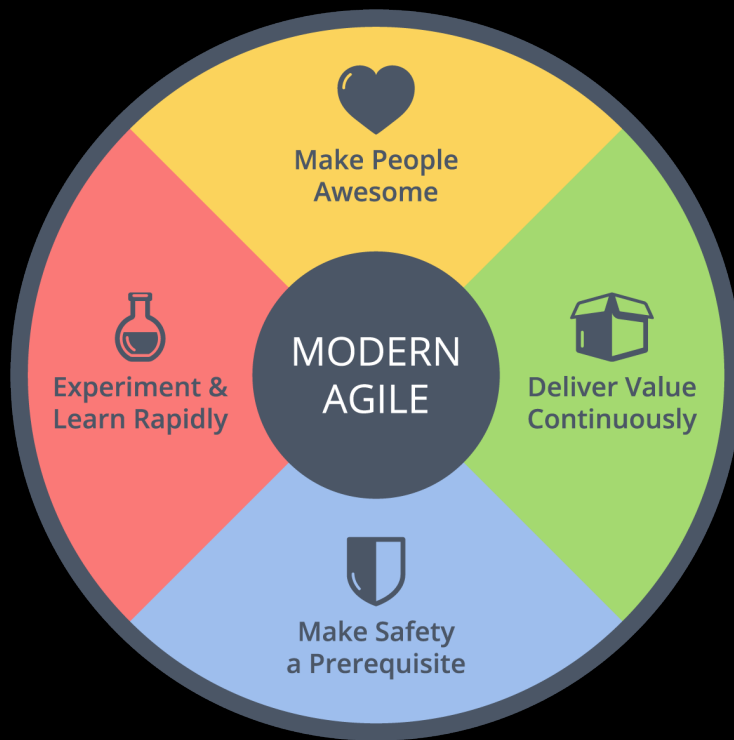
A **great coach** is one who can help another discover this potential for him or herself.



*"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*

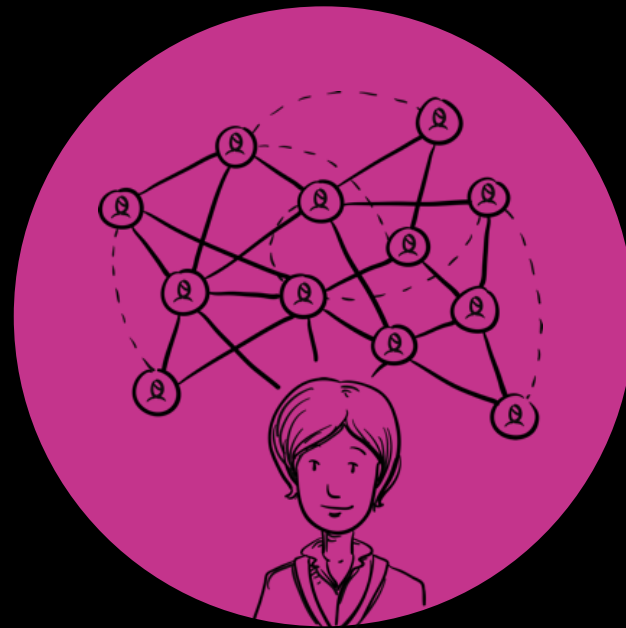
*"Don't you just want to get it done?" and "Do you want me to help you get organized?"*

*"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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