Using Coaching Conversations & Team Dialogue to Help Develop Members and Staff

Facilitator: GINLIN WOO
Welcome! Howdy!
Glad you’re here!
!Bienvenidos!
Foon Ying! Aloha!
The growth and development of people is the highest calling of leadership.

*Booker T. Washington*
Workshop Focus

GOAL:
Increase awareness about capacity building and the best ways to develop others

Participants will -
• strengthen their knowledge about the value of coaching conversations to support personal and professional development;
• practice using the G.R.O.W. strategy to practice effectively coaching a peer; and
• deepen their knowledge about how to design and facilitate team dialogue sessions.
Workshop Flow:

Welcome, Introductions
Workshop Overview & Process
Relationship Building Activity
• Conditions for Developing

1. THE POWER OF COACHING
• G.R.O.W. Strategy for Effective Coaching Conversations
• Triad Activity: G.R.O.W. Peer Coaching Practice

2. GROUP DIALOGUE
• What, Why & How
• Dialogue Walk-Through and Review

Summary, Appreciations & Wrap up
REMINDER:
WORKING AGREEMENTS

- Share the talk time
- Respect & affirm each other
- Active listening
- Support safe space for each other
- Encourage dialogue
- Keep open hearts & minds
- Share responsibility for outcomes
- Keep confidentiality
Sharing Activity:

"Conditions for Development/Capacity Building"

- Connect with what was a great growth experience for you. Who and what helped?
- Use 2-3 minutes to:
  - Share your name, current assignment
  - share your growth experience and who and what helped.
Reflection Questions:

What conditions foster personal growth and development?
Reflection Questions:

1. Learner
2. Mentor/Teacher/Coach
3. Information, Knowledge or Skill
4. Learning Environment
The Power of COACHING

Why is COACHING a strong strategy for developing others???
The Power of COACHING

critical elements:
1: Presence
2: Perspective
3: Powerful Conversation
Use the G.R.O.W. framework to guide your coaching

G = clarify goal
R = check reality
O = review options
W = work on concrete next steps – the ‘will’
COACHING
G.R.O.W.
PRACTICE

Round #1 (10 min.)
• Person A = Coachee
• Person B = Coach
• Person C = Observer

• Once ‘A’ determines something he/she wants to work on, “B’ uses the G.R.O.W. framework and the next 12 minutes to practice coaching A on thinking through their approach to achieving his/her goal
• C observes and gives feedback on the things that were positive and effective in the coaching A was able to give (also helps with timekeeping).

Round #2: Rotate clock-wise (10 min.)
Round #3: Rotate again. (10 min.)
• Coaching exhibits belief in the doer, telling is less effective
• The capacity of others, before my capacity
• Handing off will allow the capacity of others to develop
• Holding back will allow others to step up
• Many people can do but have had the confidence in themselves knocked out. Often it just takes a little support to step up
• Succession planning needs to start on day one and runs throughout
• Credit giving and credit sharing contributes to confidence building
• Transparency of facilitator intention and action fosters trust
• B.r.a.v.e. = brokers relationships, relates info. advocates for fairness, validates experience, explains norms
FACILITATING DIALOGUE

- What it is?
- Why is it important?
- How to do it?
“As I sit and reflect on what I’ve learned in this class, I can only smile. I have gone through a big transformation. My perceptions of people have changed. I have learned many useful skills. I am better at speaking in groups. The dialogue has forced me to listen when I just wanted to respond, so now I stop myself when I am thinking of my retort to really listen to what the person is saying, and when they finish I can pause, reflect, and then respond. My critical-thinking skills have also improved. I now question what influences and motivates everything. I also learned to better respond in touchy situations. Another really important skill I learned was exploring conflict. I have been inspired to continue to work for change.”

Student Feedback on Inter-Group Dialogue
DIALOGUE VALUES:

- Diversity allows for true dialogue to occur
- Reflection is action.
- The more viewpoints that can be generated, the more valuable the dialogue.
- Shared understanding is the goal, not about being right or wrong.
- The value is in discovery and in ideas; getting curious together.
STEPS FOR FACILITATING DIALOGUE

• Create a safe environment with working guidelines. Invite diverse perspectives, voices.
• Share and clarify group leadership roles, i.e., as facilitator, recorder, reporter, gentle timekeeper.
• Suspend judgment.
• Encourage each person’s full participation.
• Model transparency.
• Monitor the risks people are being asked to take
• Honor confidentiality.
DIALOGUE OUTLINE

1. Dialogue Preview
2. Sharing/Learning Climate Set-Up
3. Engaging ‘hook’
4. Talk Time
5. Reflection Time
6. Carry Forward Discussion
7. Session Close-Out

Sample
“Suspending Assumptions”

1. Welcome, Overview
2. Sharing/Learning Climate Set-Up
3. Activity – Assumption Cards
4. Talk Time
5. Reflection Time
6. Carry Forward Discussion
7. Session Close-Out
PLANNING ASSIGNMENT:

A. Draft 90 minute design

B. Determine who does what?

C. Determine time allocations

D. Prepare 3 min. briefing

DIALOGUE OUTLINE

• Dialogue Preview
• Sharing/Learning Climate Set-Up
• Engaging ‘hook’
• Talk Time
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Steps to Take?

1. Think about: Learner, Coach, Environment, Lesson

2. Add ‘G.R.O.W. framework to your coaching of others

3. Facilitate dialogues so that members of the circle can learn from each other.
Thank you!
Best wishes for a fantastic year of serving and learning!

ginlinx@gmail.com
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Impact of Dialogue on Students

http://www.youtube.com/watch?v=r-3awERLTXs

Why boys don’t cry.

Clemson New Student Dialogue: Boys Don't Cry (6 min.)
Servant Leadership Qualities

1. Listening
2. Empathy
3. Healing
4. Awareness
5. Persuasion

6. Ability to do ‘big picture thinking’
7. Foresight
8. Stewardship
9. Commitment and Focus on Growing Others
10. Community Building