



OLCC

Organizational
Leadership Coaching
Credentialing Program

Module 1- Day 2

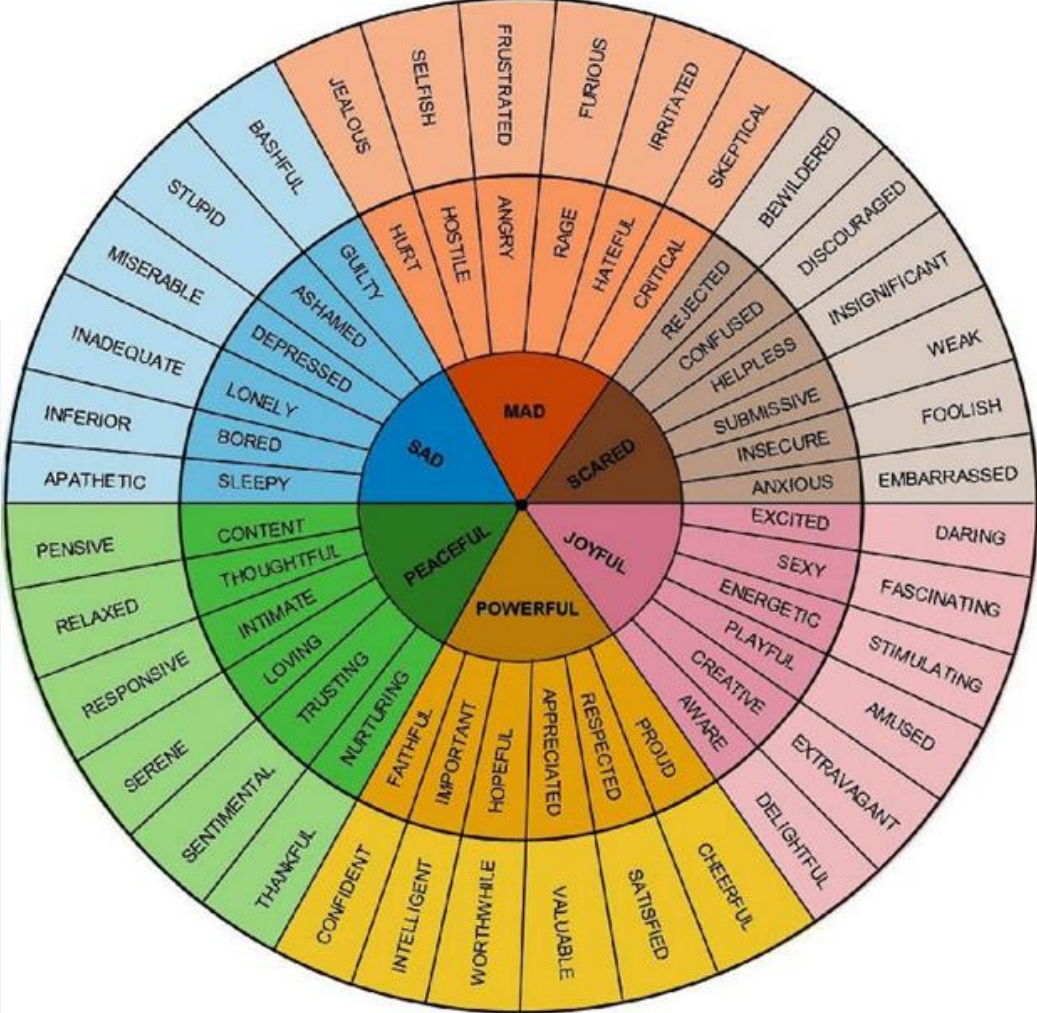
Welcome & Agenda

- Reflections of Day 1
- Arc of a Coaching Session
- Creating Coaching Agreements
- Confidentiality
- Peer Coaching

ACTIVITY



Feelings Wheel





Reflection Check In

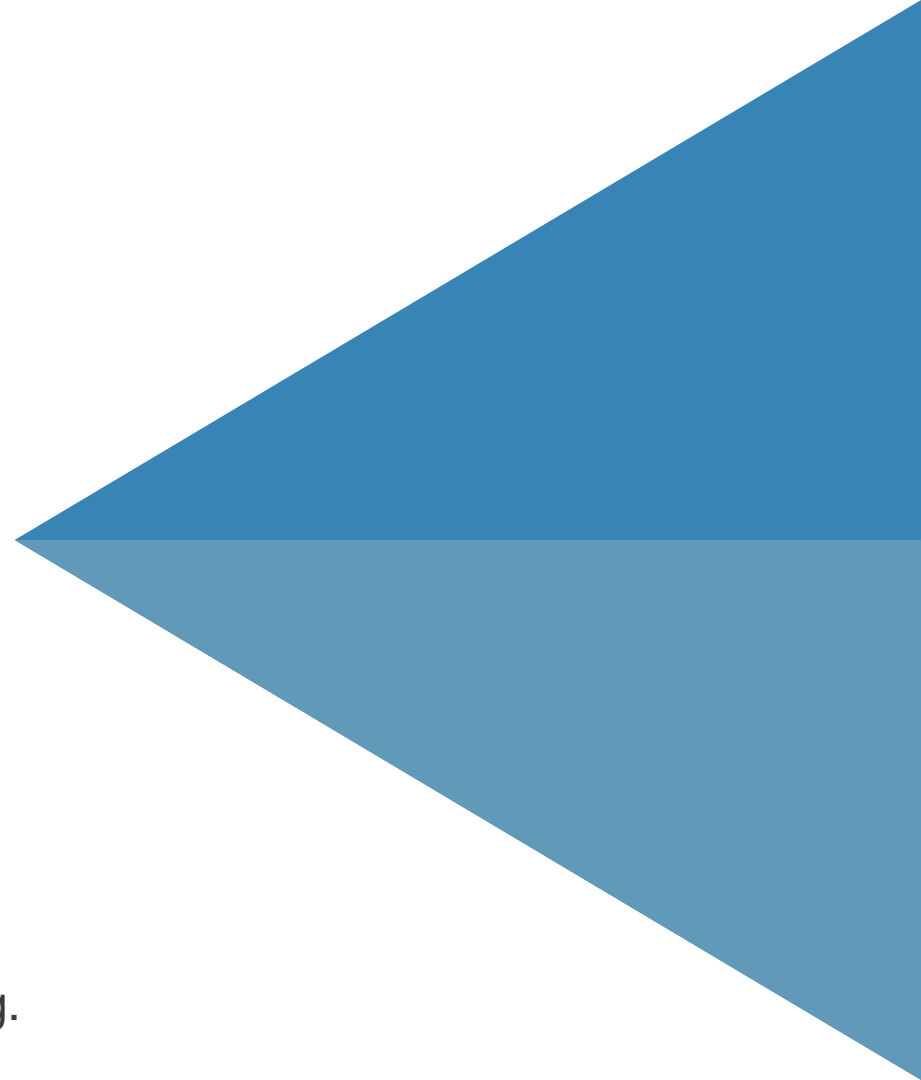
ACTIVITY



Complete the following prompt:

COMMUNITY is.....

- Jot down your response.
- Share with your group your individual definition.
- Create a collective definition to share with fuller group.
- Final definition can only be 1 sentence long.



Initial Goal

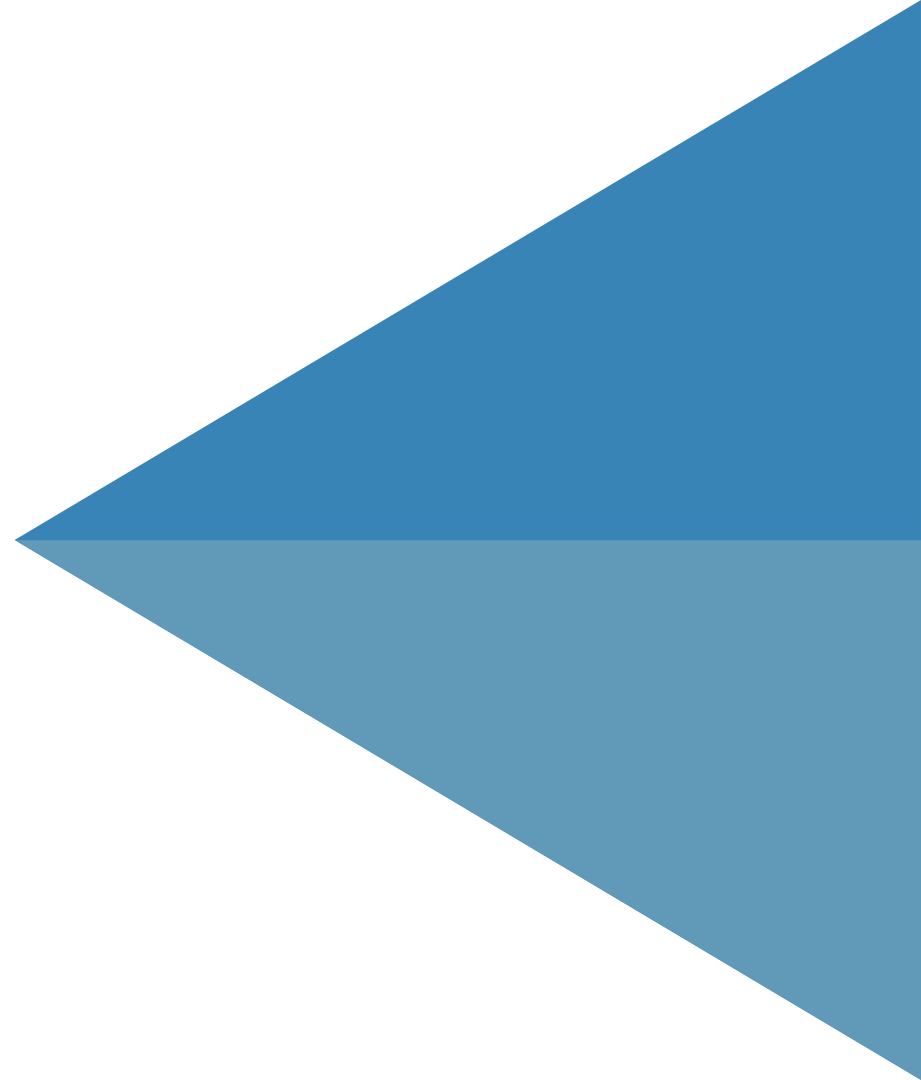


Creating Agreements

Two Types of Agreements

Establishing the coaching agreement is both a formality and an ongoing process. It happens in two ways.

1. **Coaching Agreements:** When clients enter coaching, be clear about what coaching is and isn't. The coach should also outline clear expectations regarding appointments, payment, and other expectations.
2. **Session Agreements:** In each and every session, a coaching agreement should take place as applied to that specific session. What will be accomplished? How will you know if you're successful during the coaching session?



Coaching Agreement

(for engagement)

- What is coaching
- Responsibilities of client and relevant stakeholders
- Scheduling and duration
- Termination
- Fees
- Confidentiality
- Inclusion of others
- Establish coaching plan and goals
- Determine client/coach compatibility

Setting Up For Success: Coaching Agreement

Explains what coaching is and is not and describes the process to the client and relevant stakeholders

3.1) Reaches agreement about what is and is not appropriate in the relationship, what is and is not being offered, and the responsibilities of the client and relevant stakeholders

3.2) Reaches agreement about the guidelines and specific parameters of the coaching relationship such as logistics, fees, scheduling, duration, termination, confidentiality and inclusion of others

3.3) Partners with the client and relevant stakeholders to establish an overall coaching plan and goals

3.4) Partners with the client to determine client-coach compatibility

Setting Up For Success: Session Agreement

- 3.1) Partners with the client to identify or reconfirm what they want to accomplish in the session
- 3.2) Partners with the client to define what the client believes they need to address or resolve to achieve what they want to accomplish in the session
- 3.3) Partners with the client to define or reconfirm measures of success for what the client wants to accomplish in the coaching engagement or individual session
- 3.4) Partners with the client to manage the time and focus of the session
- 3.5) Continues coaching in the direction of the client's desired outcome unless the client indicates otherwise
- 3.6) Partners with the client to end the coaching relationship in a way that honors the experience

Arc of a Coaching Session



ARC of Coaching Session

The Beginning	The Middle	The End
Review (if applicable) Initial Goal	Reality Testing Reset Goal	Action Results (if applicable)

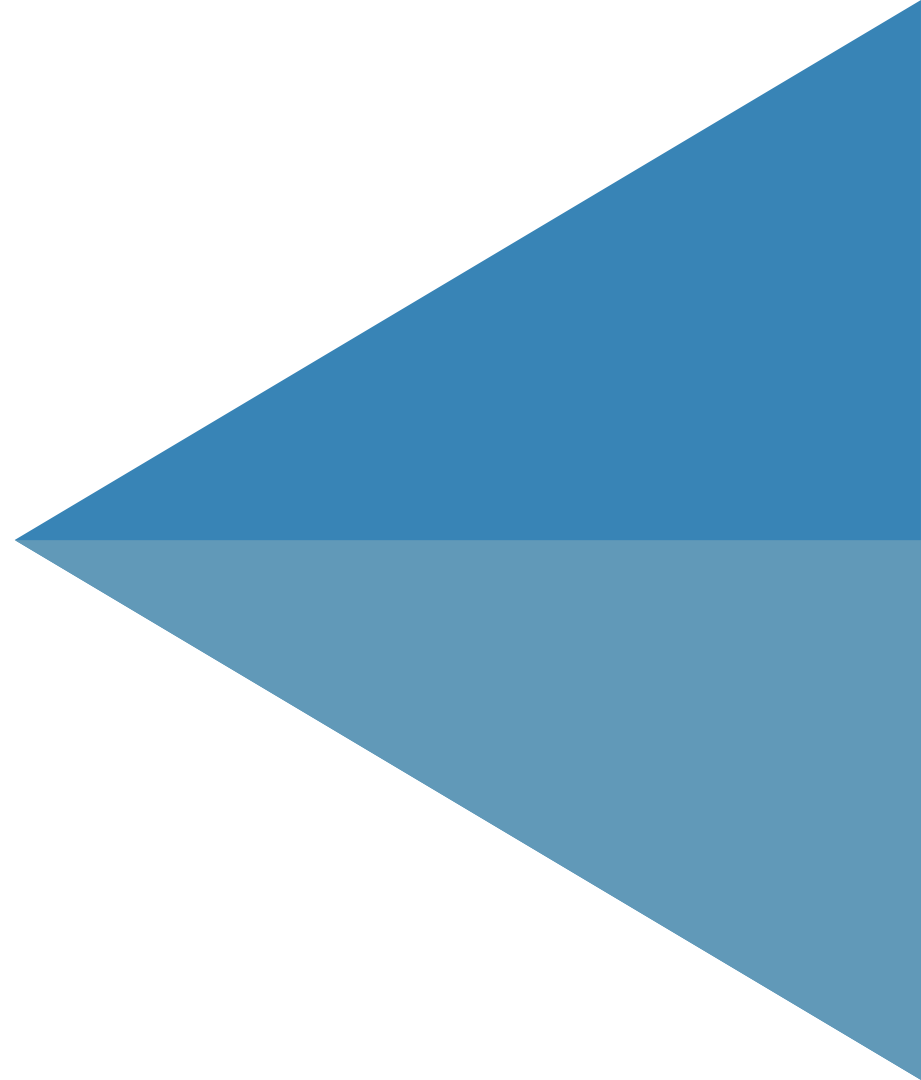


Arc of a Coaching Session

<h3>The Beginning</h3> <p><i>Review (if applicable)</i></p> <p><i>Initial Goal</i></p>	<h3>The Middle</h3> <p><i>Reality Testing</i></p> <p><i>Reset Goal (if applicable)</i></p>	<h3>The End</h3> <p><i>Action</i></p> <p><i>Results (if applicable)</i></p>
<ul style="list-style-type: none">• Client lays out challenge or what he/she would like to explore during session.• Coach begins to narrow scope by being curious, listening, asking powerful questions:<ul style="list-style-type: none">➤ What is desired outcome?➤ What is at the root-level?➤ How might success be measured?➤ What needs to be addressed in order to achieve the outcome/goal?	<ul style="list-style-type: none">• Coach continues to narrow topic and ensures clarity around topic by reflecting to client agreed upon areas of discussion for session.• Coach checks in with client ½ way to see what client is taking away/learning so far.• Coach checks in with client to ensure session is going in right direction or if session goal needs to be reset.	<ul style="list-style-type: none">• Coach checks in with client to ask for reflection: What are you taking away from today? How does that align with your goal?• Coach helps client identify and define next steps from reflections.• Coach helps clients identify what support or resources they might need to move forward.• Coach ask client to determine the commitment he/she is going to make.

3 Components to Initial Goal

1. Desired Outcome: Determining what the clients wants to accomplish in the session.
2. Root-level: Listen for the bigger picture.
3. Measurement- Define what they want and how will they know when they get there.



Initial Goal: Example Questions

- What goal, specifically, would you like to have achieved by the end of this session?
- How will we know we've been successful in reaching that goal?
- What makes achieving this goal important to you?
- What do you believe needs to be addressed to achieve your goal?



What am I listening for?

If you always hold these two critical questions in mind, it will automatically deepen your listening and increase your curiosity:

- 1) Why are they telling me this?
- 2) What's make this a problem for **this** person?

Let's Practice

Coaching Jen



Skills

- Listening
- Powerful Questions
- Interrupting
- Bottom Lining

Skill: Interrupting

Part of your job as a coach is to manage the conversation, so when you see the client losing sight of the topic at hand, it's our responsibility to refocus the client.

Ways to interrupt:

- You are pretty good at expressing yourself. Would you mind if I interrupt occasionally to keep us on track so that we can make the most of our time?
- It caught my attention when you mentioned earlier that_____. Let's come back to that.
- You just said something really powerful and I don't want to lose it. Let's pause here for a minute.

Interrupting: What NOT to do

- Cut In: Jump in or make a comment while the client is still talking
- Talking over: When a coach keeps talking when the client tried to interrupt or when both start simultaneously, the coach failed to defer to the client.
- Talking for: When the coach finishes the client's thoughts for him/her

Bottom Lining

Sometimes the coach has to help the client get to the point of the matter. The coach can do this by asking succinct questions that get to heart of the matter.

Examples:


- What are you really trying to say here?
- What's the most important piece of this for me to know?
- It sounds like _____, _____, and _____ are all factors at play. Of this, what's the hardest part for you?



Let's Practice

Client: Choose a topic you would like to be coached on.

Coach: Practice listening, powerful questions, interrupting, bottom-lining.

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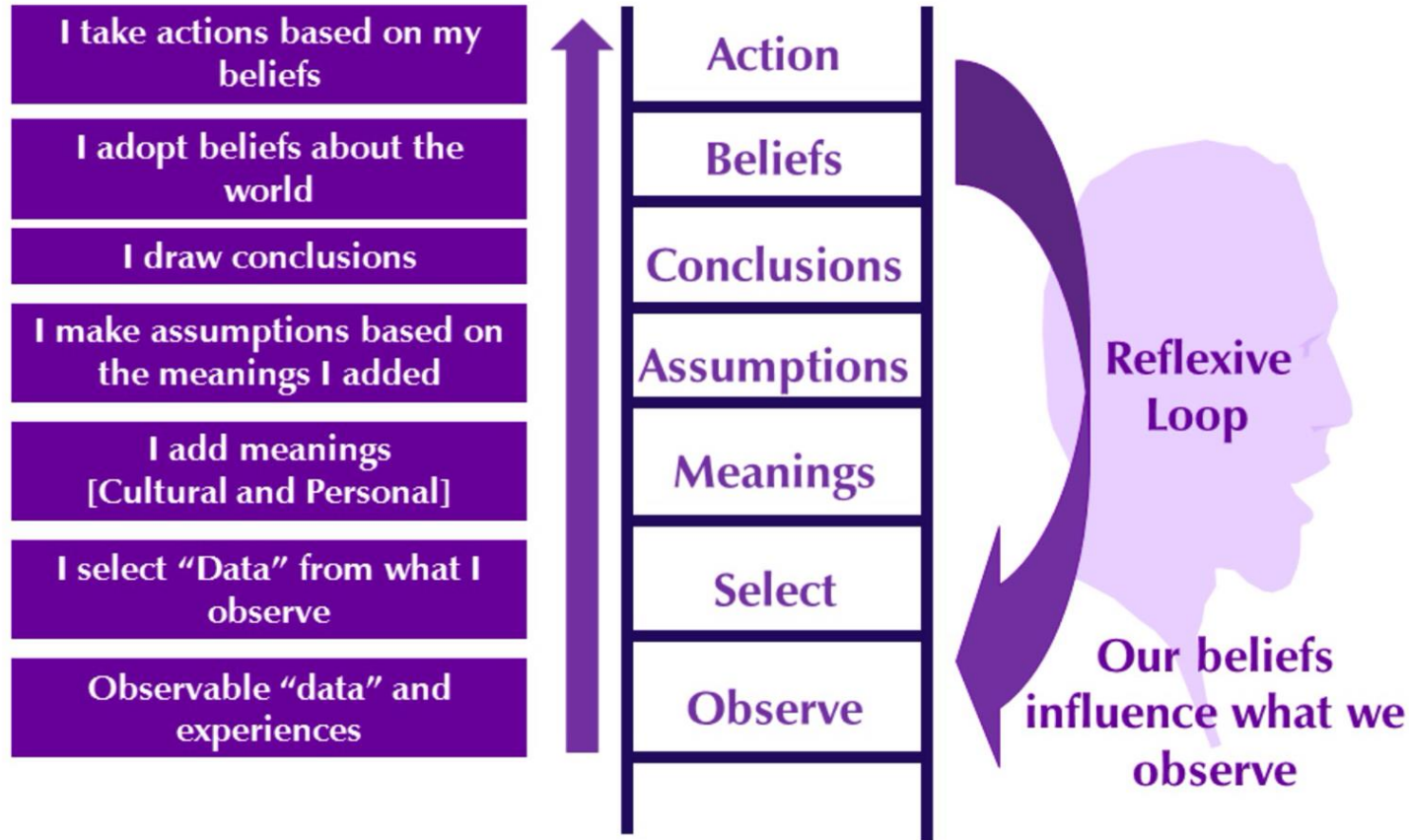
“Our role is to shine a light on something our client cannot see for themselves.”

-Marion Franklin, MCC

The background features a white triangular shape pointing towards the top-left corner, set against a blue background. The blue background is divided into two shades: a darker blue in the bottom-left and a lighter blue in the top-right.

Reality Testing

Ladder of Inference



ACTIVITY

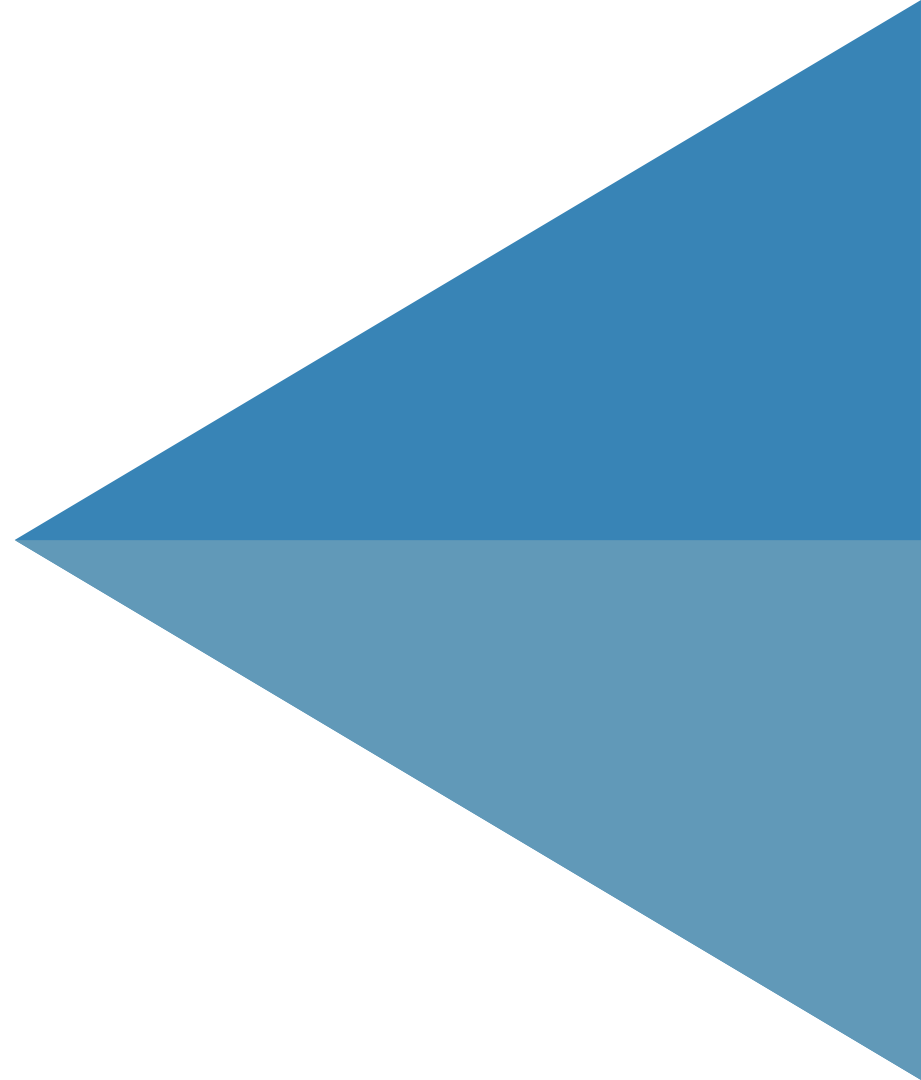


Ladder of Inference Activity

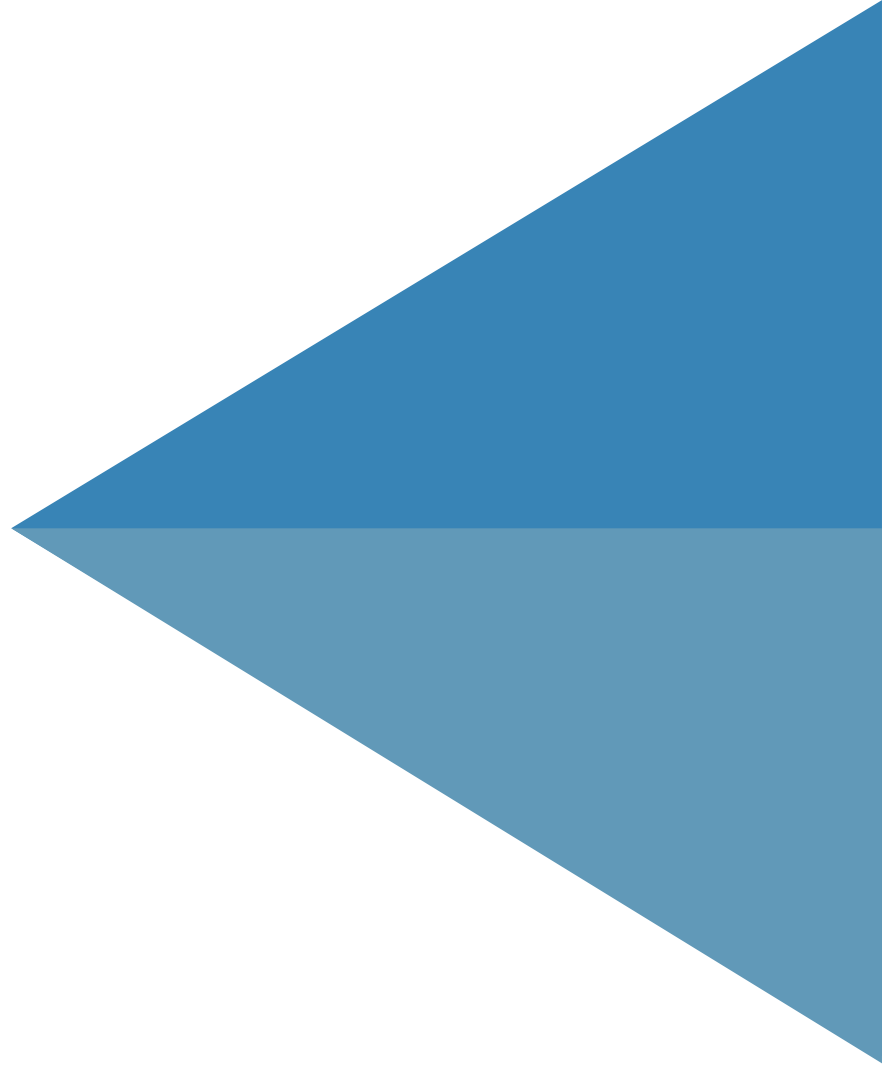
Think about a time in the last week you've felt emotionally charged about something, use the ladder of inference to break it down.

Share with your partner your reflection.

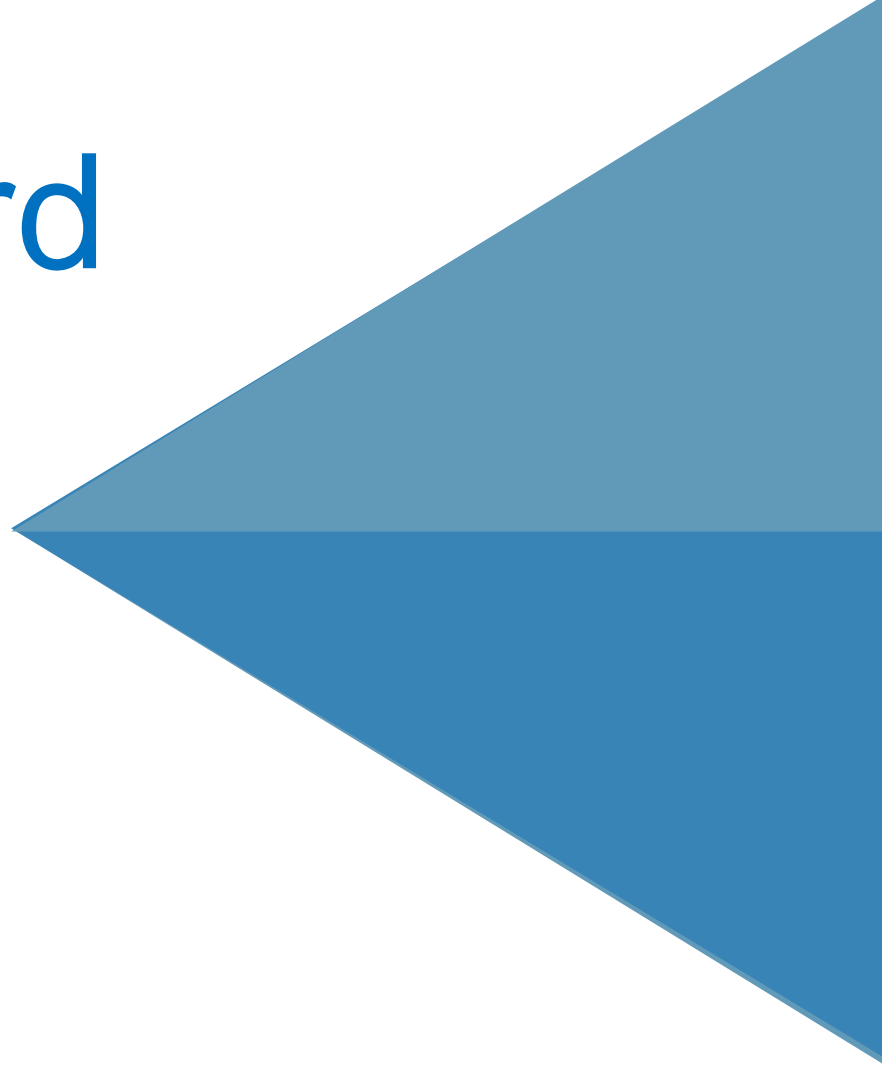
USE CURIOSITY



Day 2 Reflections



Going Forward



Teleclass

March 9 & March 23

12:00 – 1:00ET

Modules

Overview



OLCC Modules

01

MODULE 1:
LEADERSHIP
COACHING
FOUNDATION
March 2-3
(8:30ET - 4 :30ET)

02

MODULE 2:
THE ANATOMY OF A
COACHING SESSION
March 30-31
(8:30ET - 4:30ET)

03

MODULE 3:
DRIV
CERTIFICATION
May 18-19
(8:30ET - 4:30ET)

04

MODULE 4:
COACHING FOR
TRANSFORMATION
April 27-28
(8:30ET - 4:30ET)

05

MODULE 5:
NEXT LEVEL
COACHING
June 15-16
(8:30ET - 4:30ET)

Mentor Coaching

Jen	Stacy
Dennis	Robin
Jennifer	Katie
Terry	Yvette
Joe	Reggie
Fred	Tina

Recorded Coaching Sessions

Submit recording on or before 3/12

Complete Call before 3/30.

Practice/Peer Coaching

Dennis	Robin
Jennifer	Katie
Tina	Reggie
Joe	Yvette
Fred	Terry

ACTIVITY BLIND PORTRAITS



Feelings Wheel

