



OLCC

Organizational  
Leadership Coaching  
**Credentialing Program**

Module 1 - Day 1

# Welcome & Agenda

- Connection Activity
- What is Coaching
- The role of a Coach
- Overview of OLCC Coaching Model
- Skill Development:
  - Powerful Questions
  - Level 3 Listening
- Preparing for Tomorrow
- End of Day Learning & Reflections

# OLCC Portal

## Overview



[OLCC Program Overview w/links](#)

[Launch Call Recording](#)

[Module 1 Slides and Resources](#)

[Module 2 Slides and Resources](#)

[Module 3 Slides and Resources](#)

[Module 4 Slides and Resources](#)

[How to Record Your Practice Sessions](#)

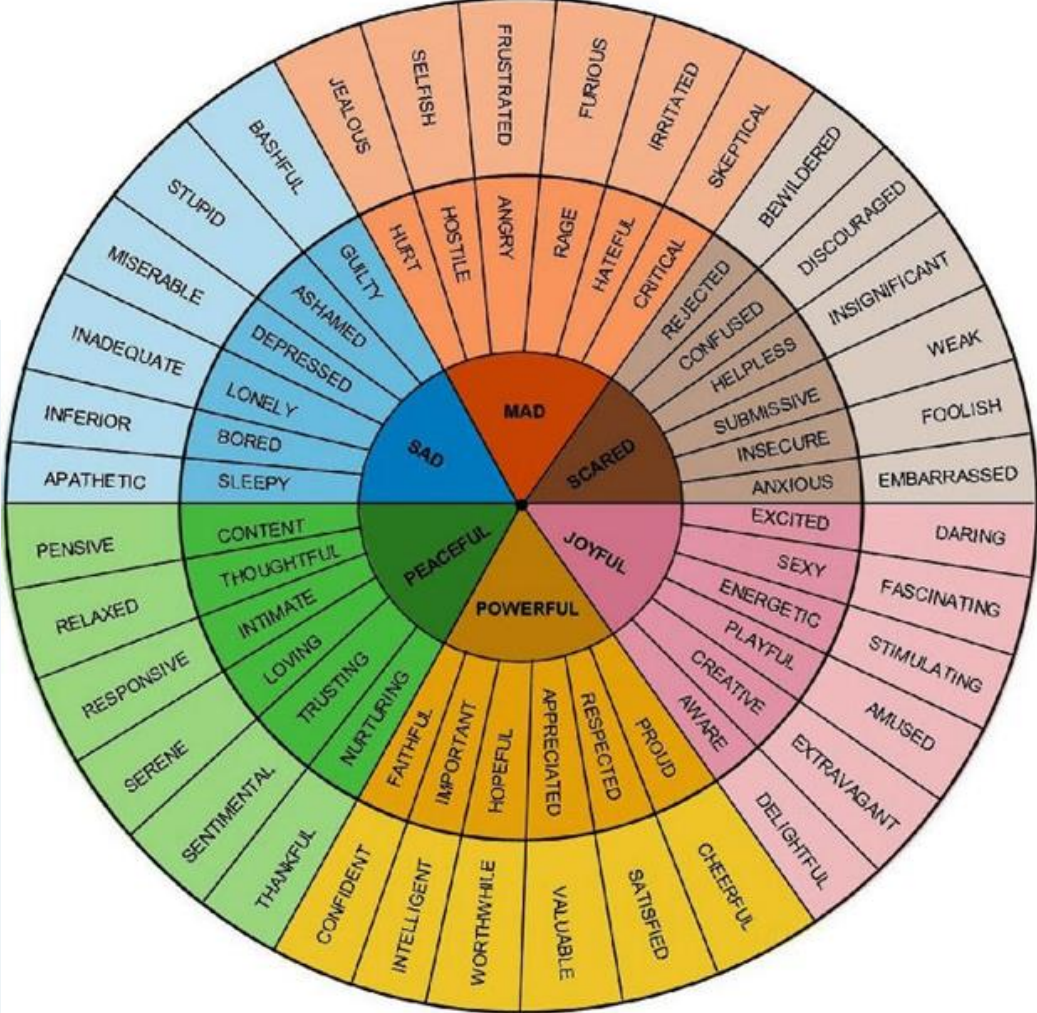
# ACTIVITY



## Let's Connect Activity

- How are you feeling right now?
- Why might you be feeling that way?

# Feelings Wheel



# ACTIVITY





# Build The Perfect Coach Activity

- Think about someone who you consider an excellent coach
- What qualities, skills, characteristics do they possess?
- Write down at least 3-5

# Role of a Coach

- Discover, clarify and align what the client wants to achieve
- Facilitate a learning process by creating a safe, introspective space for client to examine what they want and what's truly getting in the way
- Encourage client self-discovery
- Elicit client generated solutions and strategies
- Helps client shift perspective by seeing possibilities
- Champions and advocates client; celebrates successes
- Challenges client on their negative thinking which is getting in their way of achieving their goals
- Hold the client responsible and accountable
- Leads with curiosity

# Difference Between Coaching and Other Modalities

- Therapy
- Consulting
- Mentoring



# What is Coaching

- The International Coaching Federation (ICF) defines coaching as partnering with clients in a thought-provoking and creative process that inspires them to maximize their personal and professional potential.
- The process of coaching often unlocks previously untapped sources of imagination, productivity and leadership.
- Coaching is a client-driven process.

# ICF Competencies

## A. Foundation

1. Demonstrates Ethical Practice :Understands and consistently applies coaching ethics and standards of coaching.
2. Embodies a Coaching Mindset: Develops and maintains a mindset that is open, curious, flexible and client-centered.

# ICF Competencies

## B. Co-Creating the Relationship

1. Establishes and Maintains Agreements: Partners with the client and relevant stakeholders to create clear agreements about the coaching relationship, process, plans and goals. Establishes agreements for the overall coaching engagement as well as those for each coaching session.
2. Cultivates Trust and Safety: Partners with the client to create a safe, supportive environment that allows the client to share freely. Maintains a relationship of mutual respect and trust.
3. Maintains Presences: Is fully conscious and present with the client, employing a style that is open, flexible, grounded and confident

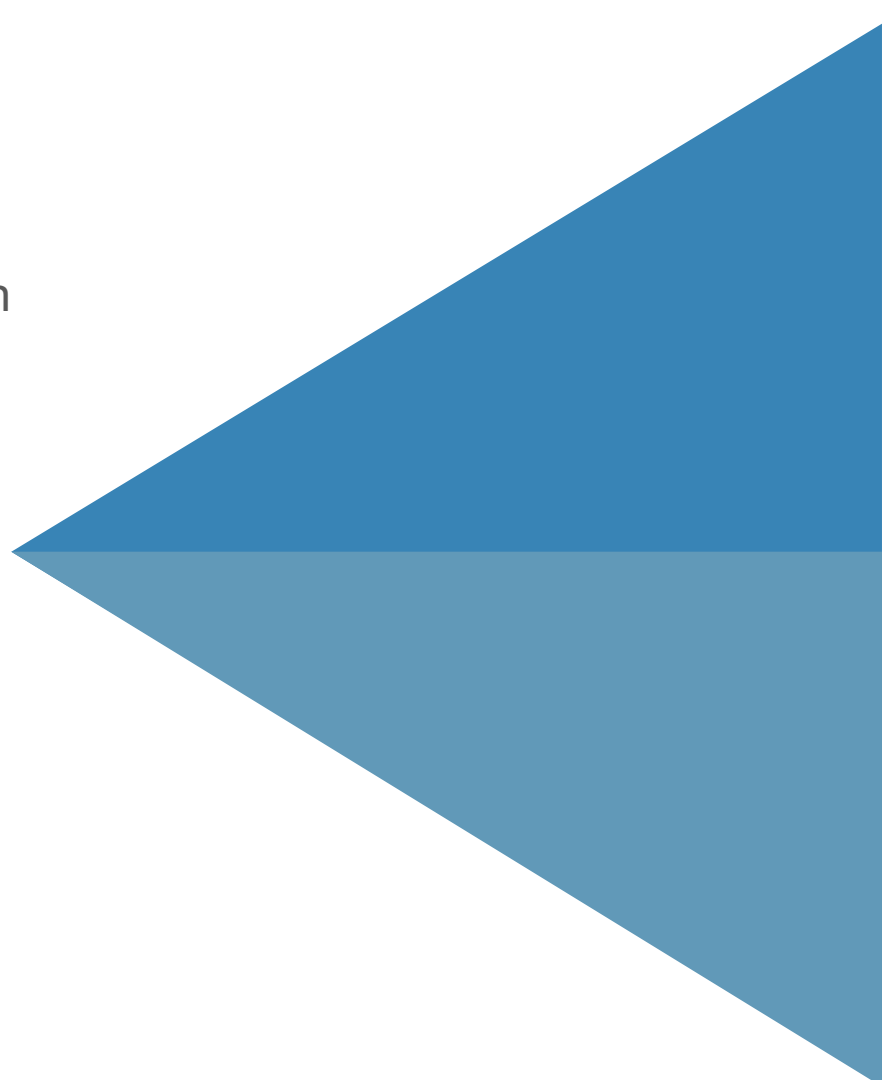
# ICF Competencies Cont'd

## C. Communicating Effectively

6. Listens Actively: Focuses on what the client is and is not saying to fully understand what is being communicated in the context of the client systems and to support client self-expression
7. Evokes Awareness: Facilitates client insight and learning by using tools and techniques such as powerful questioning, silence, metaphor or analogy

“You Cannot teach a man anything; you can only help him to find it within himself.”

-Galileo



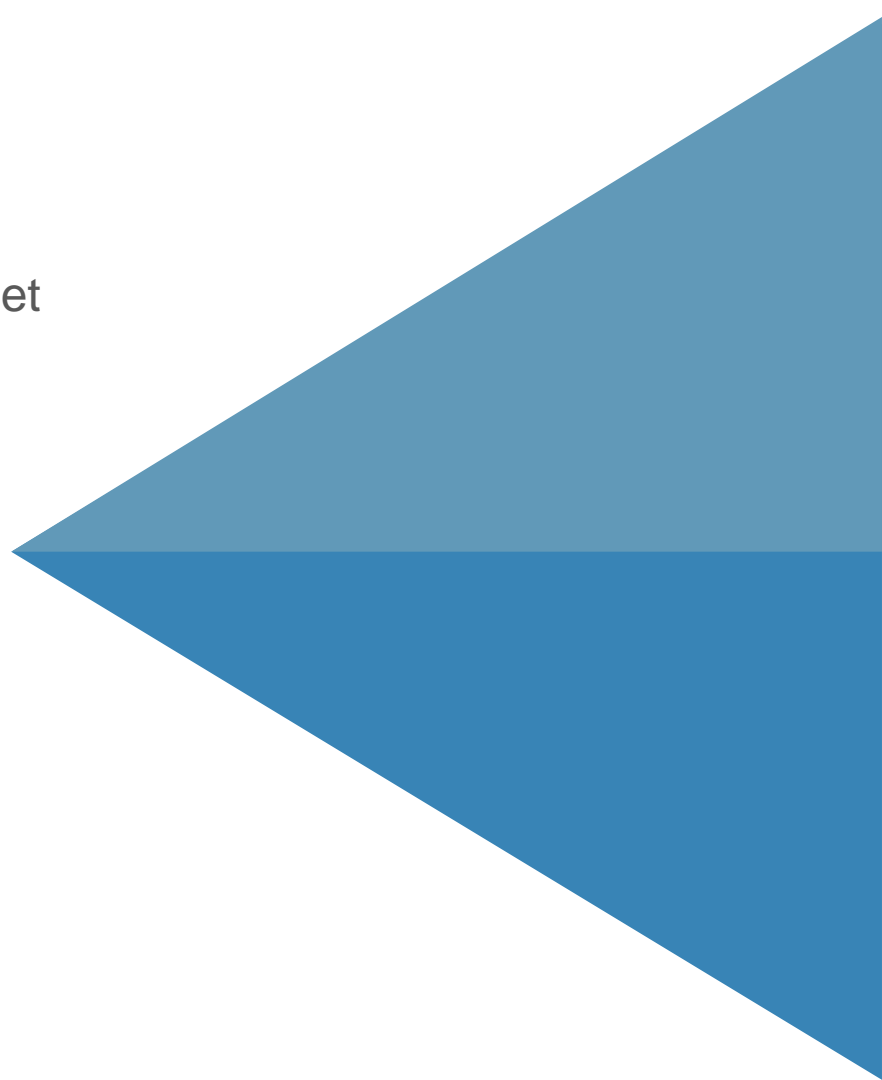




# The Coaching Mindset

# Curiosity

A coaching mindset requires a curious mindset



# ACTIVITY



# Curiosity Activity

- Please find an object that you consider to represent the light inside of you.
- In breakout rooms share your object with your partners and how share how it speaks to you and captures the light inside of you.
- Group gets 5 minutes to create a list of 3 questions that they are curious about.

# ACTIVITY



Make a “T” on your paper

Think about a difficult conversation you recently had—write that at the top of your paper.

In the right-hand column of the T-chart, write out some of what you said or did during that conversation .

On the left side, write down what you were feeling during (and even before) that conversation.

## Conversation with AJ re: responsibility

I am so worried that we haven't prepared you for being an adult.

I am upset because I feel like I could have done more.

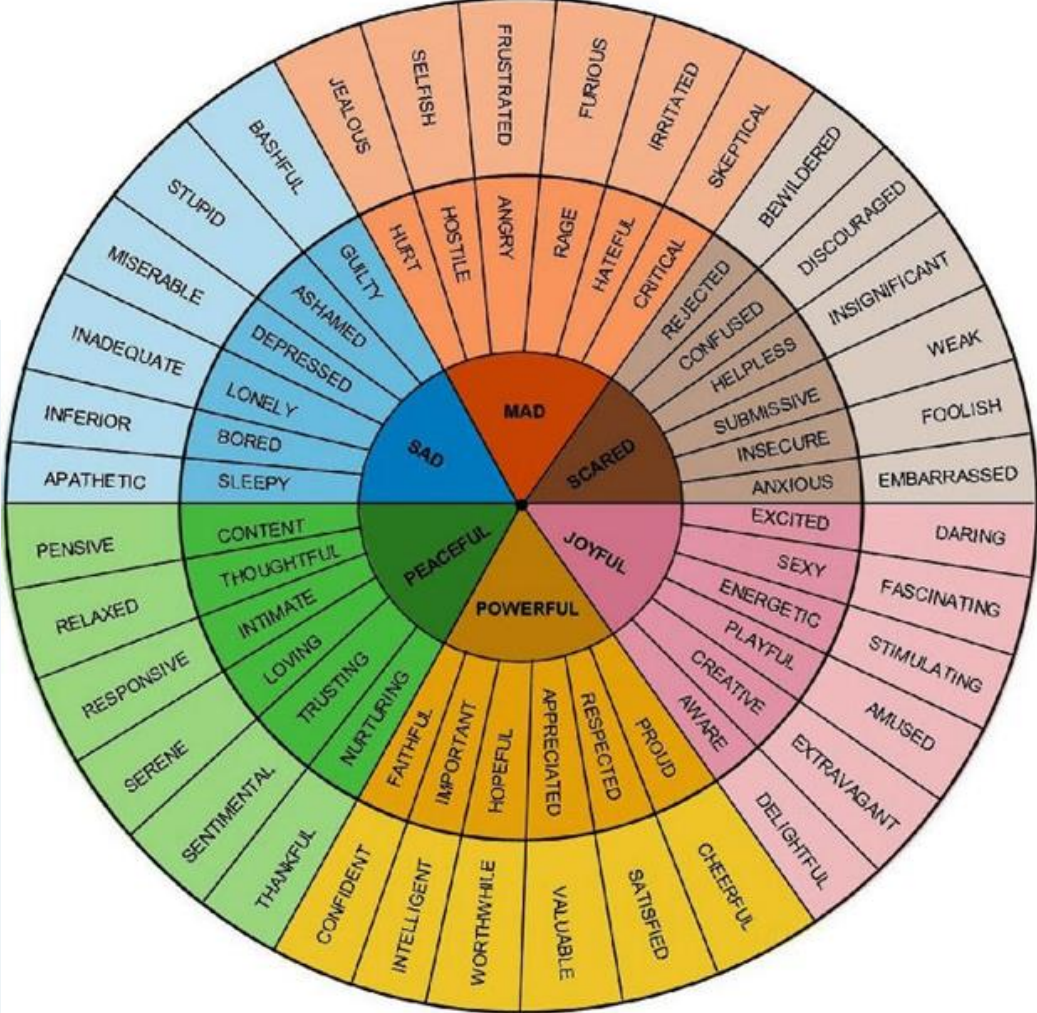
I am hopeful we can work together to make sure you have what you need.

You are lazy.

I just don't understand you.

We didn't raise you like this.

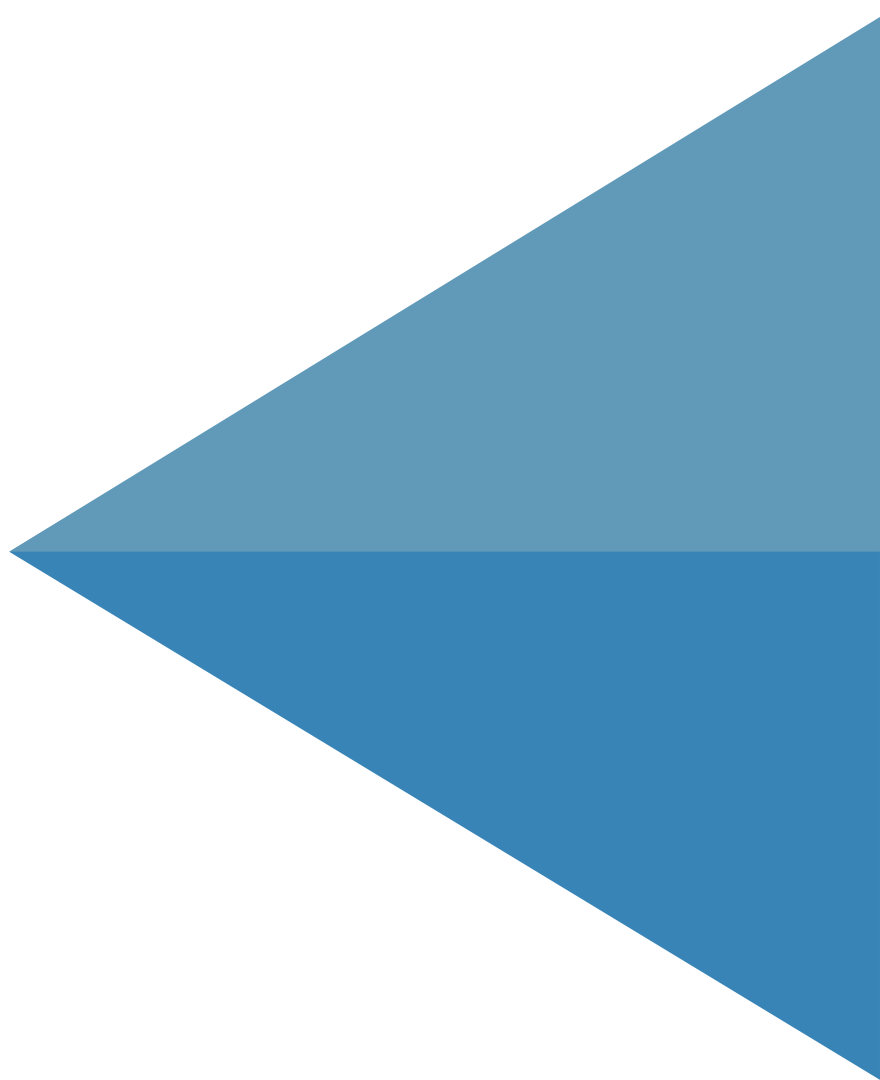
# Feelings Wheel



# Judgement

Judgement in a coaching session might sound like:

- *I can't believe so-and-so did/believes/said that.*
- *I could (or would) never \_\_\_\_.*
- *They're thinking about this all wrong...*





# OLCC Coaching Model



# Evoking Awareness Through Powerful Questions

The most critical skill a transformation coach possesses is the ability to ask open, thought provoking questions that aim to:

- Understand their client
- Force the client to think rather than provide information they already know
- Help client focus in on what's most important



# Powerful Questions

Powerful questions are:

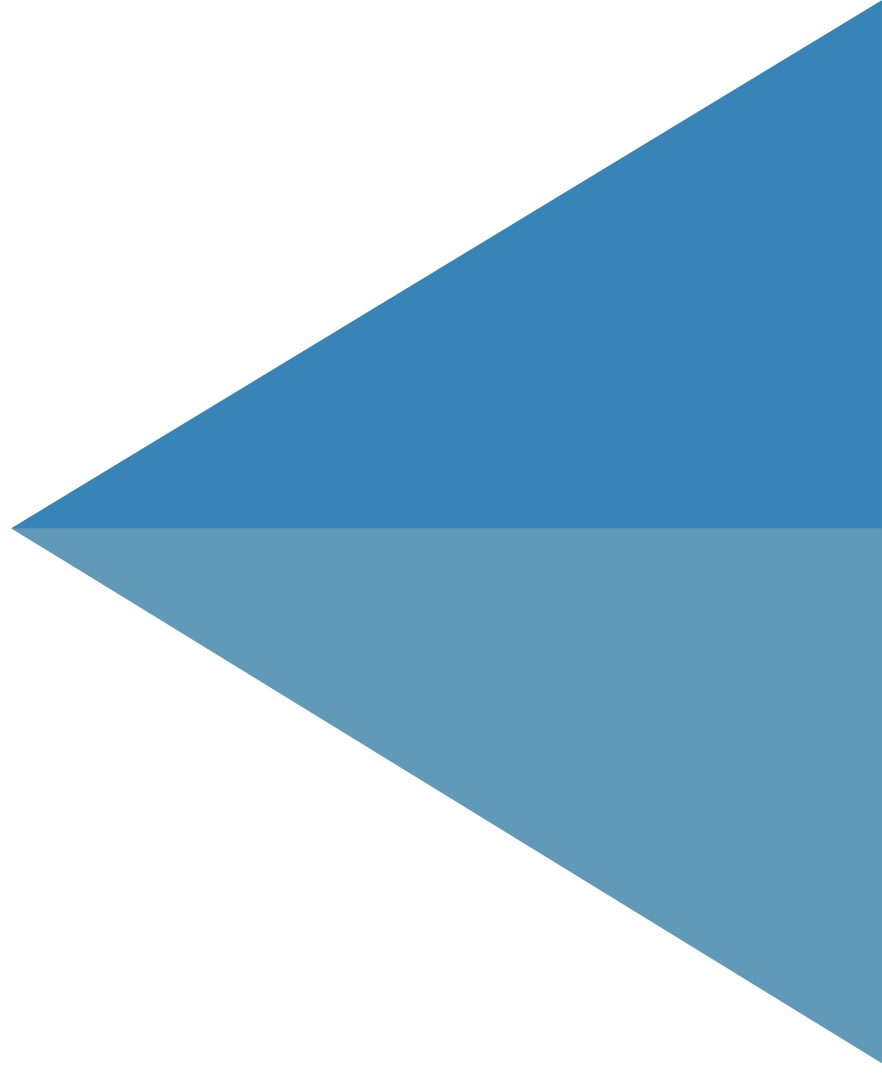
- Open-ended (who, what, when, how)
  - Can't be answered with a "yes" or "no"
- Come from a place of curiosity
- Short and broad
- Elicit information from the client
- Encourage client to think through and reflect

# 5 Great Reasons to Ask

1. All the information is with the Client
2. Asking Creates Buy-In
3. Asking Empowers
4. Asking Develops Leadership Capacity
5. Asking Creates Authenticity

# Barriers to Powerful Questions

- Closed questions: “Is there?,” “Can you?,” “Do you?”
- Trying to find the perfect question
- Stacking questions: Stringing together several questions at the same time
- Leading Questions: biased questions that leads a client to the coach’s preferred solution or direction for the session
- “Why” Questions: tend to put people on the defense and feel the need to justify their opinions or actions.



# OLCC Coaching Model



# OLCC Powerful Questions Guide



# ACTIVITY





# Powerful Questions Activity

- Client: share with your partner a real-life challenge you have faced.
- Coach: practice asking powerful questions.
- Client: Jot down the questions you were asked that gave you pause/that resonated with you.

# Levels of Listening

**Level 1-** listening primarily to your own thoughts or agenda.

**Level 2-** Fully focused on what other person is saying.

**Level 3-** Fully focused on what the other person is saying and what they are not saying. This level includes paying attention to clues in body language, tone, pauses, hesitations, and inflection. It also includes what your intuition is telling you.

# Level 3 or Active Listening

Level 3 allows you to go beyond simply hearing the words that your client speaks by seeking to understand the meaning and intent behind them.

When we are engaged with level 3 listening, we are:

- Fully present in the conversation
- Noticing (and using) non-verbal cues
- Asking open-ended questions to encourage further responses
- Reflecting back what has been said
- Listening to understand the client's truth
- Withholding judgment and advice

# 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?

# ACTIVITY



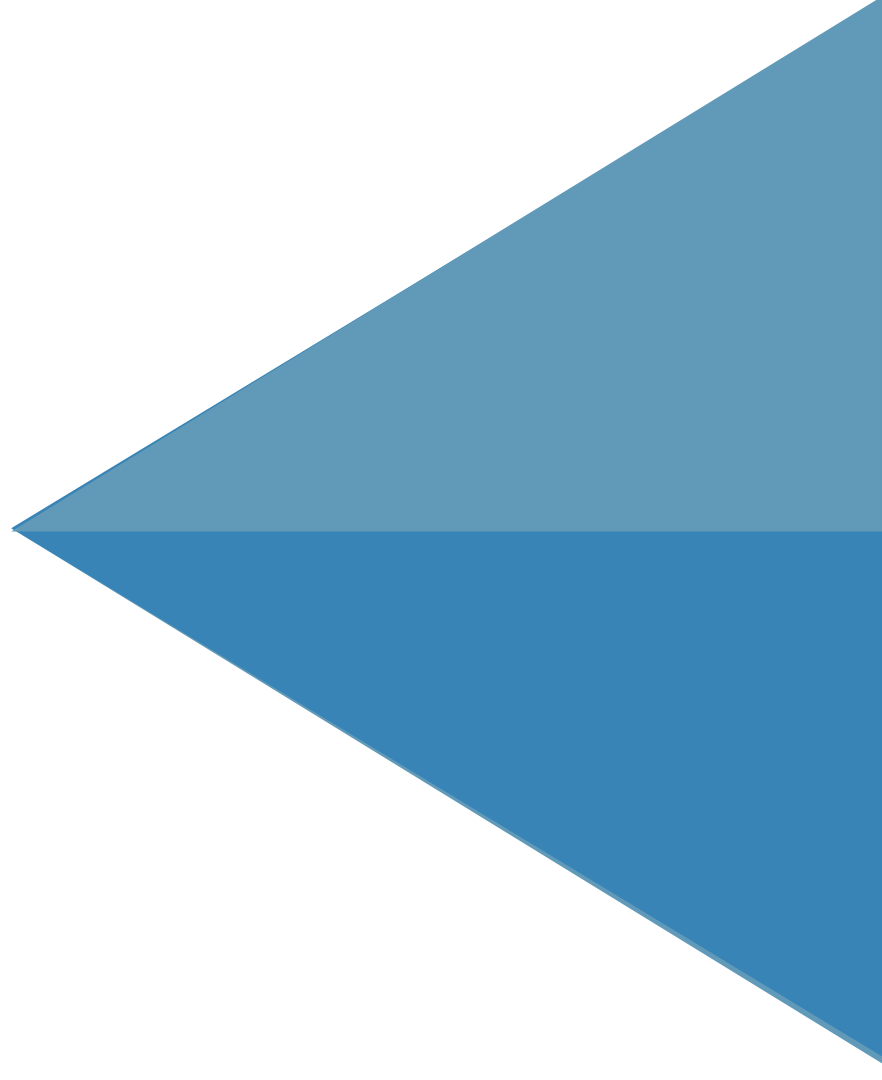
# Listening Activity

Client: Share a story about the best date you have ever had.

Coach: Listen and repeat story.

Client: Provide feedback on how your coach heard you.

Preparing for Day 2



# FAREWELL ACTIVITY





# Day 1 Reflections

