

# Coaching Process Overview



# What is business coaching?

- At times, an leaders can benefit from an external perspective —someone who can see issues differently from those directly involved and create momentum toward success.
- Business coaching leads to higher levels of individual and organizational performance, a greater ability to adapt to complexity, and a broadening of perspective that generates solutions to challenges.
- Your coach provides a confidential environment and sounding board so a leader can explore goals and discuss strategies to move forward.



# Overview

No one has all the answers and from time to time, everyone can benefit from a coach in some way.

## Determining the Desire

- Coaching works best when it is wanted and welcomed. Sometimes we get stuck in our environment and ways of doing things and at other times, we can be overwhelmed with the demands placed upon us. We begin our coaching engagements with an honest conversation about how we got “here”. And from that open dialogue determine if coaching is the right fit for you.

## Identifying Goals

- We start at the beginning which is with you and your goals. We will discover the most important priorities you would like to focus on. And in 90-day increments, we tackle your goals together.

## Ensuring Success

- A key to our coaching effectiveness is how we come alongside you to reach your goals. Our sessions are agenda-driven and may be held on the phone, through video or in person. Every session is captured in a session summary to help you stay in track. In addition, we use a variety of self-discovery tools to not only help you think through your needs but also equip you with tools for even greater success.

# Sample Scope of Work

The scope of work may include focus across three continuums:

## **Sounding Board**

- Provide an environment that allows her to reflect, assess and actively focus on the priorities that drive her greatest results and enjoyment as a leader.

## **Style Awareness**

- Help her better understand strategies and tactics that will equip her to be most effective in her leadership role. This includes dynamics related to her natural communication and leadership style and the cultural components of providing expectations and coaching feedback.

## **Team Engagement**

- Help her identify the most effective approach that encourages an environment of engagement among her diverse team - each in the context of the company's culture and performance standards.

Note: Specific goals will be determined by the coachee.

# Expectations

## **What you can expect from your coach:**

- Confidentiality in our dialogue.
- A recap of each coaching meeting and/or phone call.
- Additional resources that will assist you in gaining perspective, insight and action plans.
- More questions than answers - I will guide our conversations to help you discover the best approach and/or actions as well as feedback about progress and/or frustrations.
- Honest feedback in our discussions
- A summary progress report to your sponsor periodically throughout the engagement.

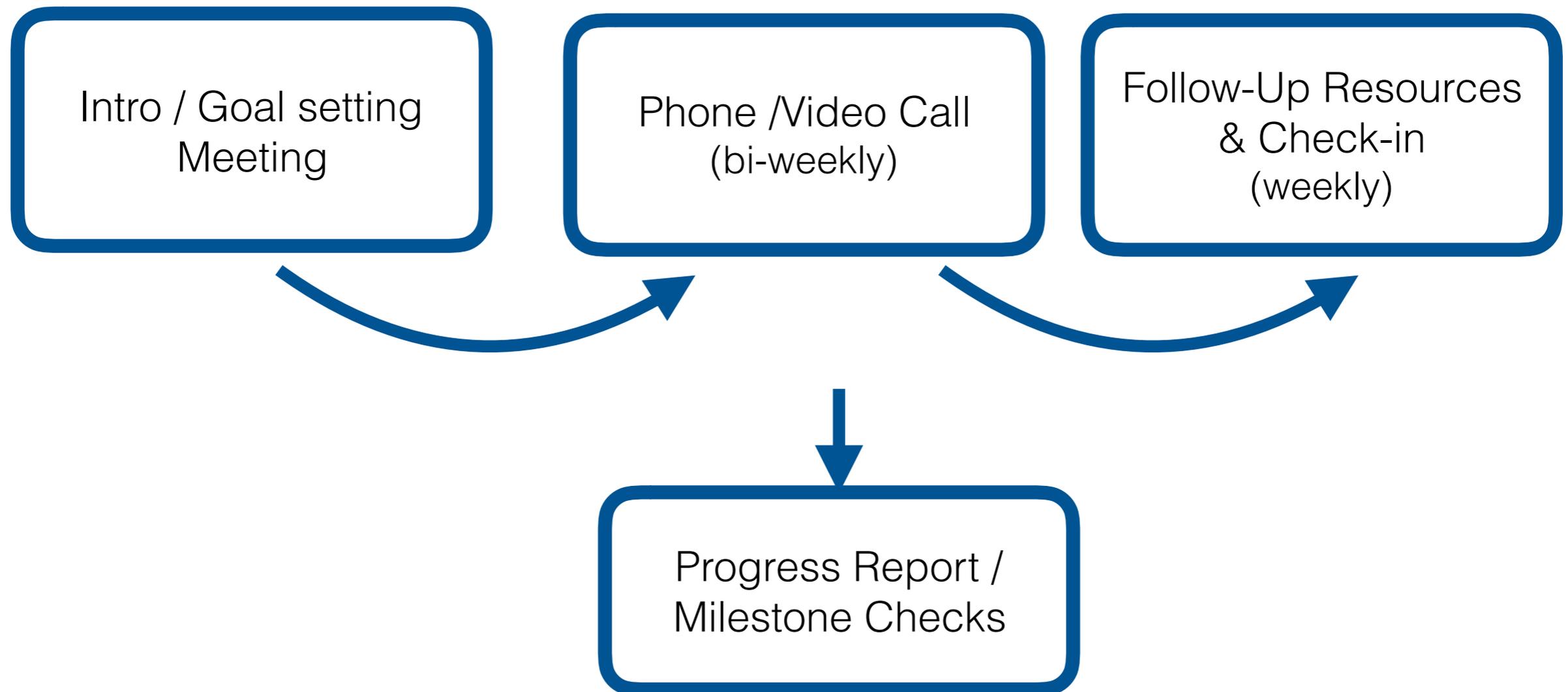
## **What I expect from you:**

- Be prepared for our in-person meetings and phone calls.
- Be honest with me about concerns, hesitations, throughout the process, etc.
- Maintain an open-mind to facilitate dialogue that creates momentum.
- Be willing to try approaches and actions that may be out of our comfort zone.

# Our Process

## Possible Coaching Tools

- Self-Assessment
- Team Feedback
- Focus Groups
- Role Plays
- Hands-on Work
- Self Study



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# Why Coaching?

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## **Safe place to gain perspective**

- Having a coach gives an individual a safe place to go and talk through sensitive issues. They can then gain perspective without feeling intimidated or awkward with someone within their own organization.

## **Build a personal awareness**

- A coach is able to give an individual ideas for ways to improve themselves, but more importantly they can help them become aware of the “blind spots”. These blind spots are areas of the individual’s work or style that they may not readily see.

## **Deeper level of learning**

- Coaching isn’t just about improving an individual’s skills in the workplace, it takes learning to an even deeper level. Through coaching, an individual can learn more about themselves. They can find out how they are perceived by others and improve on areas of their personalities and even their lives that they are not satisfied with.

## **Support for improving specific skills**

- Having support for improving skills can be extremely beneficial. Knowing that someone is there to help you to achieve your goals is an important part of the coaching process. These specific skills can include communication, delegation, conflict management, team building, and persuasion.

## **Increased engagement**

- When a leader is engaged, they are able to contribute more effectively to the team and the organization. This engagement also helps to increase employee retention rates for the organization.

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