

PUT ME IN COACH! DEVELOPING A WINNING COACHING MINDSET

LeaNora Ruffin, Assistant Dean of Career Development, Widener University
School of Law

Michelle Nash, Senior Vice President, NALP Foundation

Donna Branca, Director, SJL Shannon LLC



AGENDA

- Intro
- CSO as coach
- Going deep and wide
- What to avoid
- Exercise



CSO AS COACH

Against many odds,
coaching skills can really make the difference...



LEVELS OF LISTENING

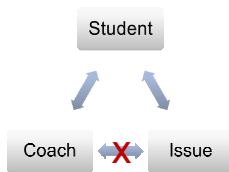
- L1: Internal Listening
- L2: Focused Listening
- L3: Global Listening



2015 ANNUAL EDUCATION CONFERENCE & RESOURCE CENTER EXHIBITION • APRIL 22 - 25, 2015 • CHICAGO, IL

A PARADIGM SHIFT

- Coach the student, not the topic/issue



2015 ANNUAL EDUCATION CONFERENCE & RESOURCE CENTER EXHIBITION • APRIL 22 - 25, 2015 • CHICAGO, IL

APPROACH

- Advice
- Questions
- Powerful Questions



2015 ANNUAL EDUCATION CONFERENCE & RESOURCE CENTER EXHIBITION • APRIL 22 - 25, 2015 • CHICAGO, IL

COACHING SKILLS

- Accountability
- Acknowledgement
- Articulate What's Going On
- Asking Permission
- Bottom-lining
- Challenge
- Championing



2015 ANNUAL EDUCATION CONFERENCE & RESOURCE CENTER EXHIBITION • APRIL 22 - 25, 2015 • CHICAGO, IL

COACHING SKILLS

- Dance in the Moment
- Enrollment
- Hold the Client's Agenda
- Holding the Focus
- Inquiry
- Intrude
- Intuition (subtle blurring)



2015 ANNUAL EDUCATION CONFERENCE & RESOURCE CENTER EXHIBITION • APRIL 22 - 25, 2015 • CHICAGO, IL

COACHING SKILLS

- Metaphor
- Meta-view
- Powerful Questions
- Reframing
- Request
- Take Charge



2015 ANNUAL EDUCATION CONFERENCE & RESOURCE CENTER EXHIBITION • APRIL 22 - 25, 2015 • CHICAGO, IL

WHAT TO AVOID

- Rescuing
- Judgment
- Agenda
- Unintended bias



2015 ANNUAL EDUCATION CONFERENCE & RESOURCE CENTER EXHIBITION • APRIL 22 - 25, 2015 • CHICAGO, IL

PUT ME IN COACH EXERCISE

Reminders:

- Coach the person, not the problem
- Stay with them at L2 or L3
- Fear of getting it right/doubt takes us to L1
- Lean into the desire to learn
- No one gets to be wrong
- Getting it wrong is still right



2015 ANNUAL EDUCATION CONFERENCE & RESOURCE CENTER EXHIBITION • APRIL 22 - 25, 2015 • CHICAGO, IL

PUT ME IN COACH EXERCISE

- Articulating What's Going On
- Challenging
- Metaphor
- Powerful Questions
- Reframing
- Take Charge



2015 ANNUAL EDUCATION CONFERENCE & RESOURCE CENTER EXHIBITION • APRIL 22 - 25, 2015 • CHICAGO, IL

LOOKING AT THE FILMS -- DEBRIEF

- What worked?
- What didn't -- but might work?



2015 ANNUAL EDUCATION CONFERENCE & RESOURCE CENTER EXHIBITION • APRIL 22 - 25, 2015 • CHICAGO, IL

WHAT'S POSSIBLE?



2015 ANNUAL EDUCATION CONFERENCE & RESOURCE CENTER EXHIBITION • APRIL 22 - 25, 2015 • CHICAGO, IL

CONTACT INFORMATION

LeaNora Ruffin
Assistant Dean of Career Development
Widener University School of Law
302.477.2027
lruffin@mail.widener.edu

Michelle Nash
Senior Vice President
NALP Foundation
301.230.1528
mnash@nalpfoundation.org

Donna Branca
SJL Shannon, LLC
Legal Talent Management
267.207.3445
donna.branca@sjlshannon.com

2015 ANNUAL EDUCATION CONFERENCE & RESOURCE CENTER EXHIBITION • APRIL 22 - 25, 2015 • CHICAGO, IL
