

Bring It In: How Coaching Strategies Can Improve Firm Culture

2019 NALP Annual Education Conference - Wednesday April 10 1:15-2:30pm

Resources for Coaching Techniques

Building a Coaching Culture http://www.hci.org/files/field_content_file/2014%20ICF_0.pdf

Building a Coaching Culture for Change Management
http://www.hci.org/files/field_content_file/2018%20ICF_0.pdf

Building a Coaching Culture with Managers and Leaders <http://www.hci.org/hr-research/building-coaching-culture-managers-and-leaders>

Co-Active Coaching: New Skills for Coaching People Toward Success in Work and Life by Laura Whitworth, Karen Kimsey-House, Henry Kimsey-House, and Phillip Sandahl.
<https://www.amazon.com/Co-Active-Coaching-skills-coaching-Success/dp/B001EJLRL2>

The Completely Revised Handbook of Coaching: A Developmental Approach, by Pam McLean
https://www.amazon.com/Completely-Revised-Handbook-Coaching-Developmental-dp-047090674X/dp/047090674X/ref=mt_hardcover?_encoding=UTF8&me=&qid=

In Need of a Mentor, Coach—or Both? <https://www.shrm.org/resourcesandtools/hr-topics/organizational-and-employee-development/pages/mentorcoachorboth.aspx> (we love mentoring too, but this is a bite-sized article if you are short on time)

Fearless Feedback: A Guide for Coaching Leaders to See Themselves More Clearly and Galvanize Growth https://www.amazon.com/dp/0578409054/ref=cm_sw_r_cp_api_i.TfxCbQH9ATQD

How to Be a Better Listener <https://www.nytimes.com/guides/smarterliving/be-a-better-listener?smid=tw-nytimes&smtyp=cur&fbclid=IwAR1dGM3Q3ta0gcJF3pSKYUBOpjzJ2Pdm7KxgZrxco82UgyzXPpmLoJ03RiU>

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Resources for Various Coaching Topics

Crucial Conversations. by Kerry Patterson, Joseph Grenny, Ron McMillan, Al Switzler

https://www.amazon.com/Crucial-Conversations-Tools-Talking-Stakes/dp/0071401946/ref=pd_lpo_sbs_14_img_0/143-7292642-7428111?encoding=UTF8&psc=1&refRID=51XY9TGK1A45Q6JZDPZ9

Designing Your Life by Bill Burnett and Dave Evans. <https://www.amazon.com/Designing-Your-Life-Well-Lived-Joyful/dp/1101875321>

Fierce conversations by Susan Scott https://www.amazon.com/Fierce-Conversations-Achieving-Success-Conversation/dp/0425193373/ref=sr_1_1?s=books&ie=UTF8&qid=1549556956&sr=1-1&keywords=fierce+conversations

Immunity to Change by Robert Kegan and Lisa Laskow Lahey. (on leadership)

<https://www.amazon.com/Immunity-Change-Potential-Organization-Leadership/dp/1422117367>

Pivot by Jenny Blake <http://www.pivotmethod.com/>

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USING COACHING APPROACHES/QUESTIONS IN YOUR MENTORING RELATIONSHIPS

Core Questions:

- What is your goal? (direction)
- What steps will you take to get there? (action)
- By when do you want to get there? (timeline/accountability/track/measure)

Powerful Questions:

- What is the challenge? (asking the mentee to state the issue and summarize the current challenge)
- What makes this important now? (finding out what makes this issue important now is helpful for the mentee to move forward)
- How important is this on a scale of 1-10? (if the issue isn't high on the scale, chances are there is not a lot of motivation for change)
- What are the implications of doing nothing or making no change? (addresses commitment to change)
- What have you tried so far? (helps take you out of "advice" role)
- Imagine you've made this changes and it is a year (6 months?) down the road. What does this look like? (helps mentee envision change)
- What is difficult about the change you want to make? (addresses our natural resistance)

Other Powerful Questions:

- How can I best support you?
- How will you know that you have reached your goal?
- What is standing in your way?
- What are 3 things you need to do differently from what you are doing now to reach your goals?
- What is one step you can take toward your goal before we talk next?
- What has kept you from achieving this goal in the past?
- What new actions or practices can you create?
- What are your priorities in terms of professional development? Where do you feel you need to grow, learn, and develop?