

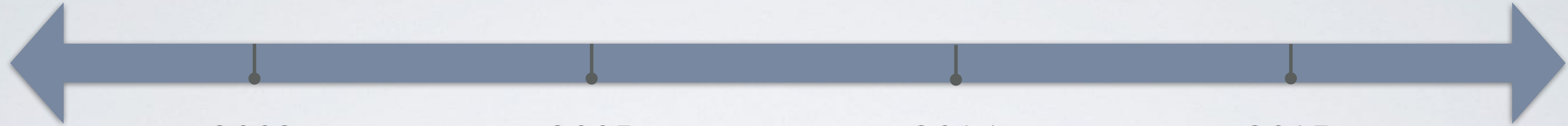


SAY IT RIGHT

The Power of Coaching

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About Me

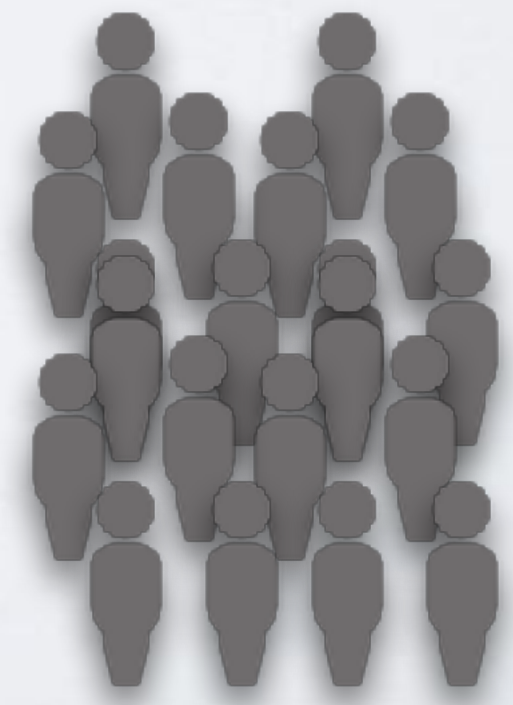


2002

2005

2014

2015



What makes a great leader?

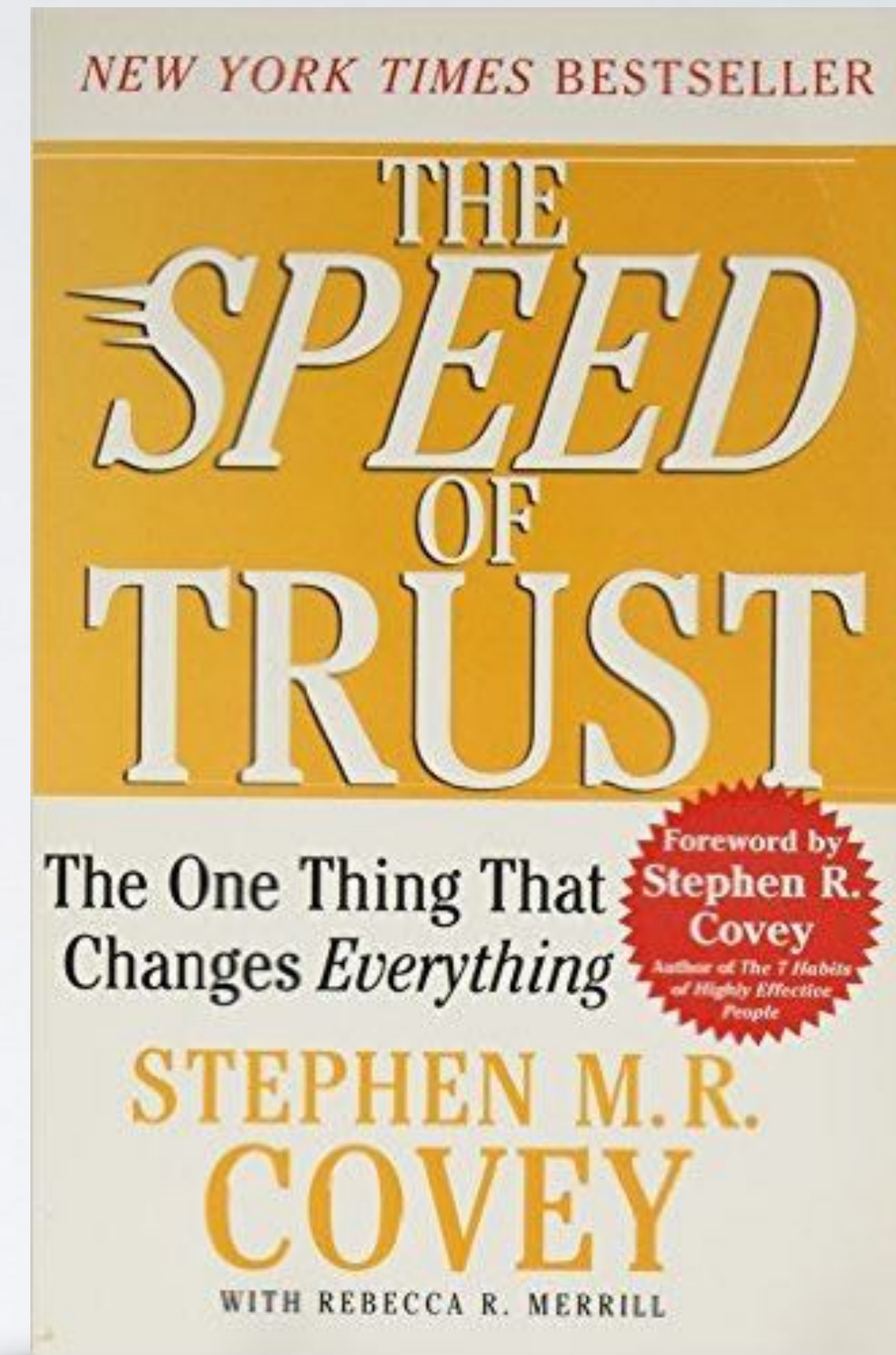


Who do you trust and why?

THE SPEED OF TRUST

Trust - You Know It When You Feel It

- Jack Welch, Ceo, GE



“I look for three things in hiring people. The first is personal **integrity**, the second is **intelligence**, and the third is a high **energy** level. But, if you don't have the first, the other two will kill you”

- Warren Buffett, CEO



SELF

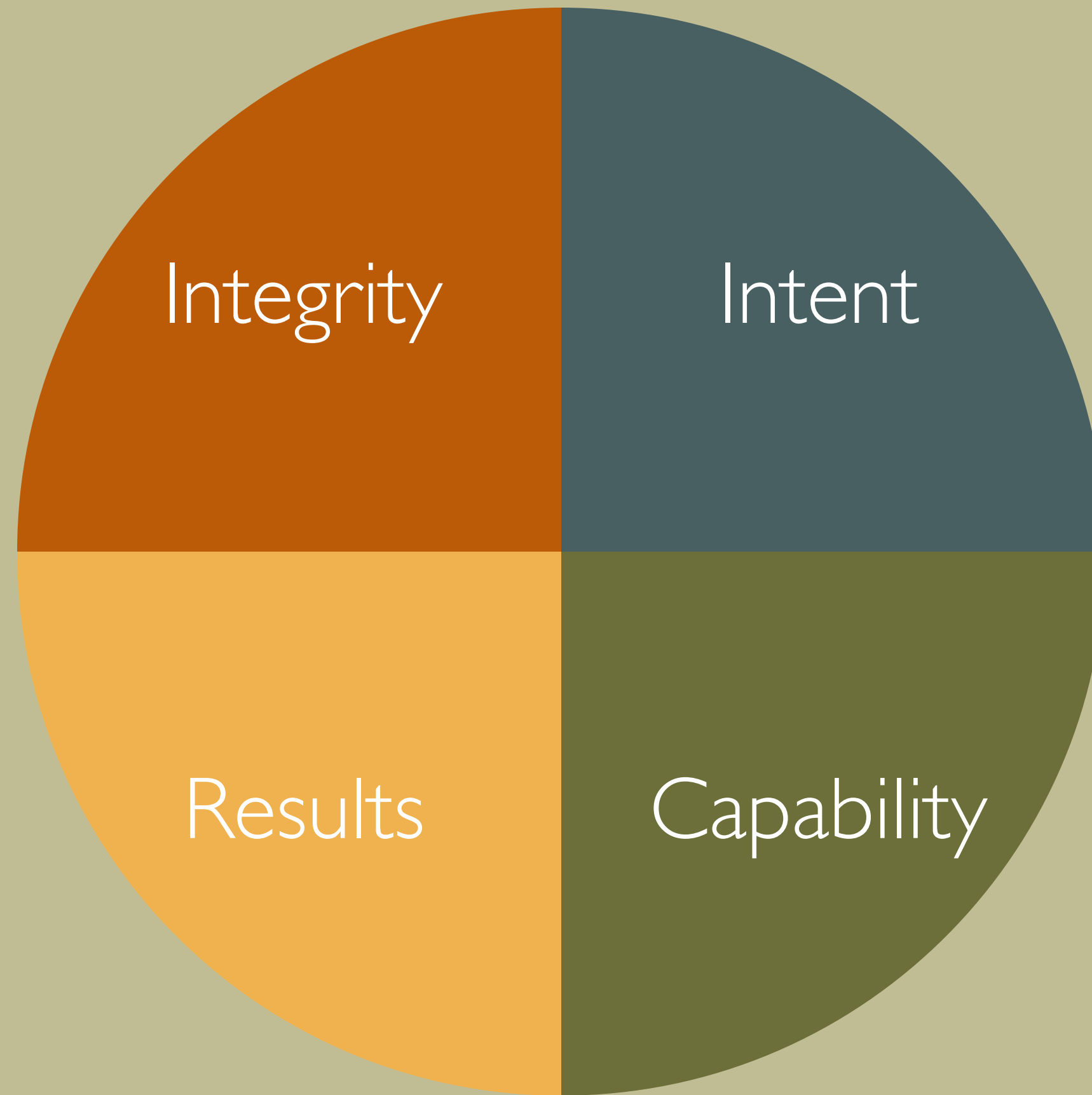
RELATIONSHIP

ORGANIZATIONAL

MARKET

SOCIETAL

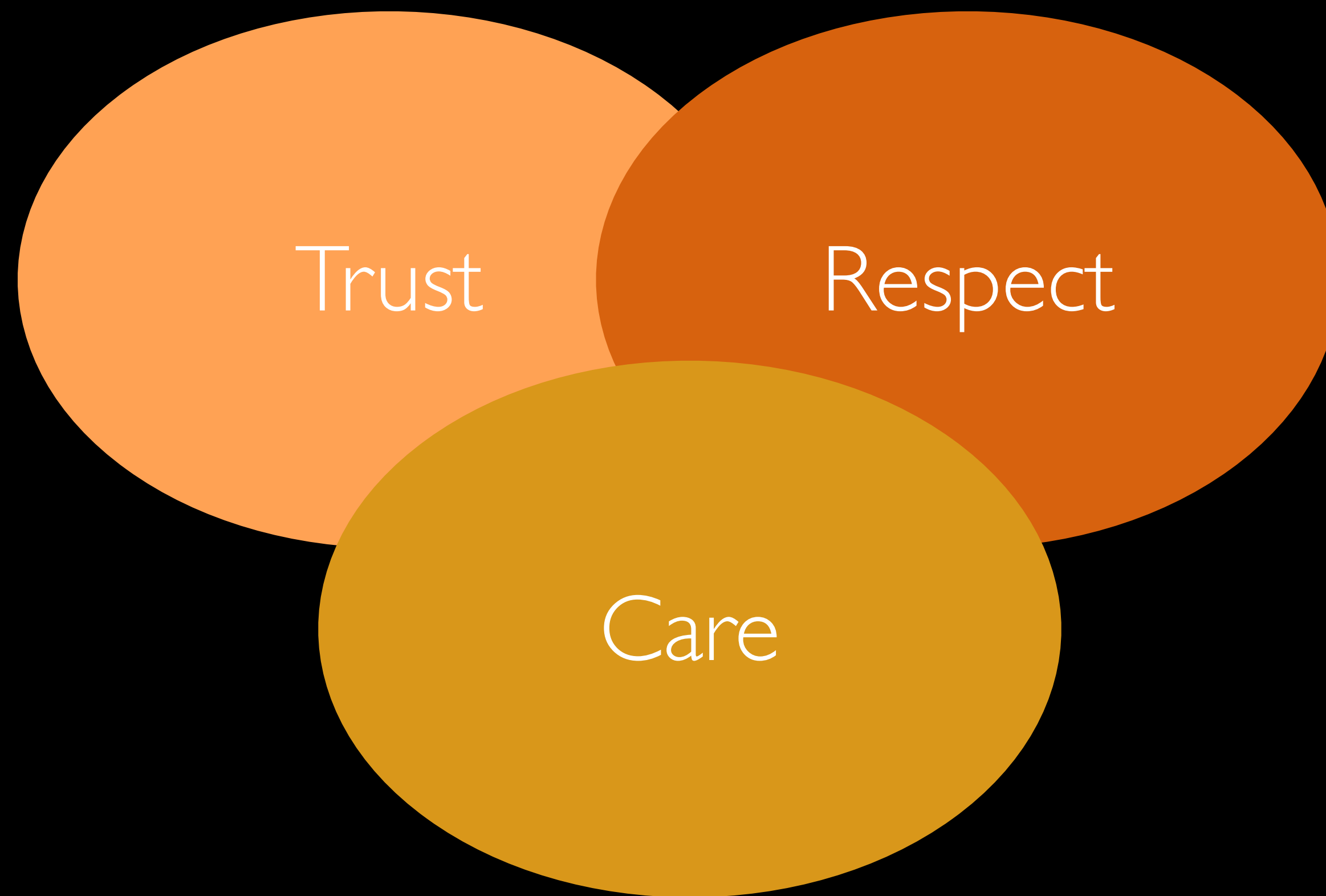
Character Cores



Competency Cores



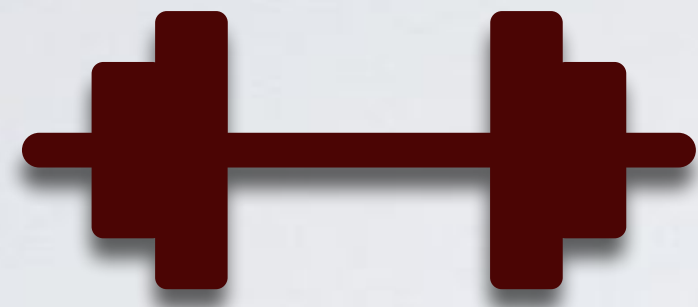
EFFECTIVE COACH



Develop & Coach



THE FRAMEWORK



Strengths & Areas of Growth



Energy & Passion



Balance Strength, Passion, Growth

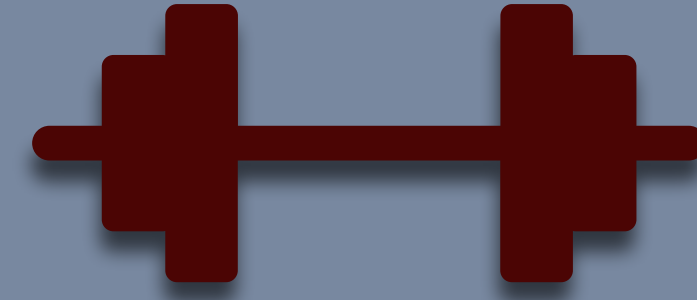


Deliver Feedback

MOTIVATE

AUTONOMY MASTERY PURPOSE





If your manager primarily:	The chances of you being actively disengaged are:
Ignores you	40%
Focuses on your weaknesses	22%
Focuses on your strengths	1%

STRENGTHS FINDER

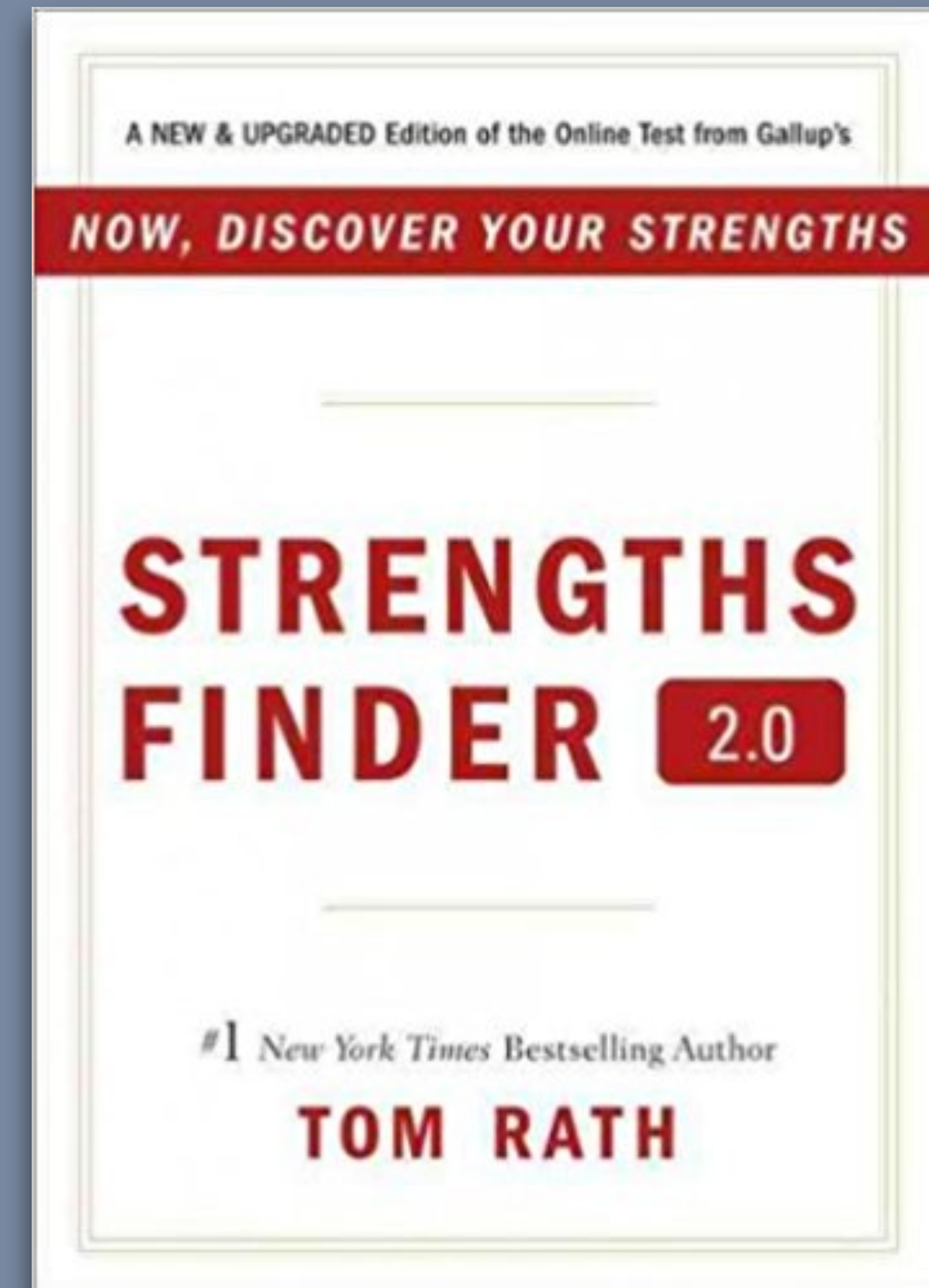
“Most People Think They Know What They Are Good At.

They Are Usually Wrong ...

And Yet,

A Person Can **Perform** Only From **Strength.**”

- Peter Drucker, Business Guru



GOAL

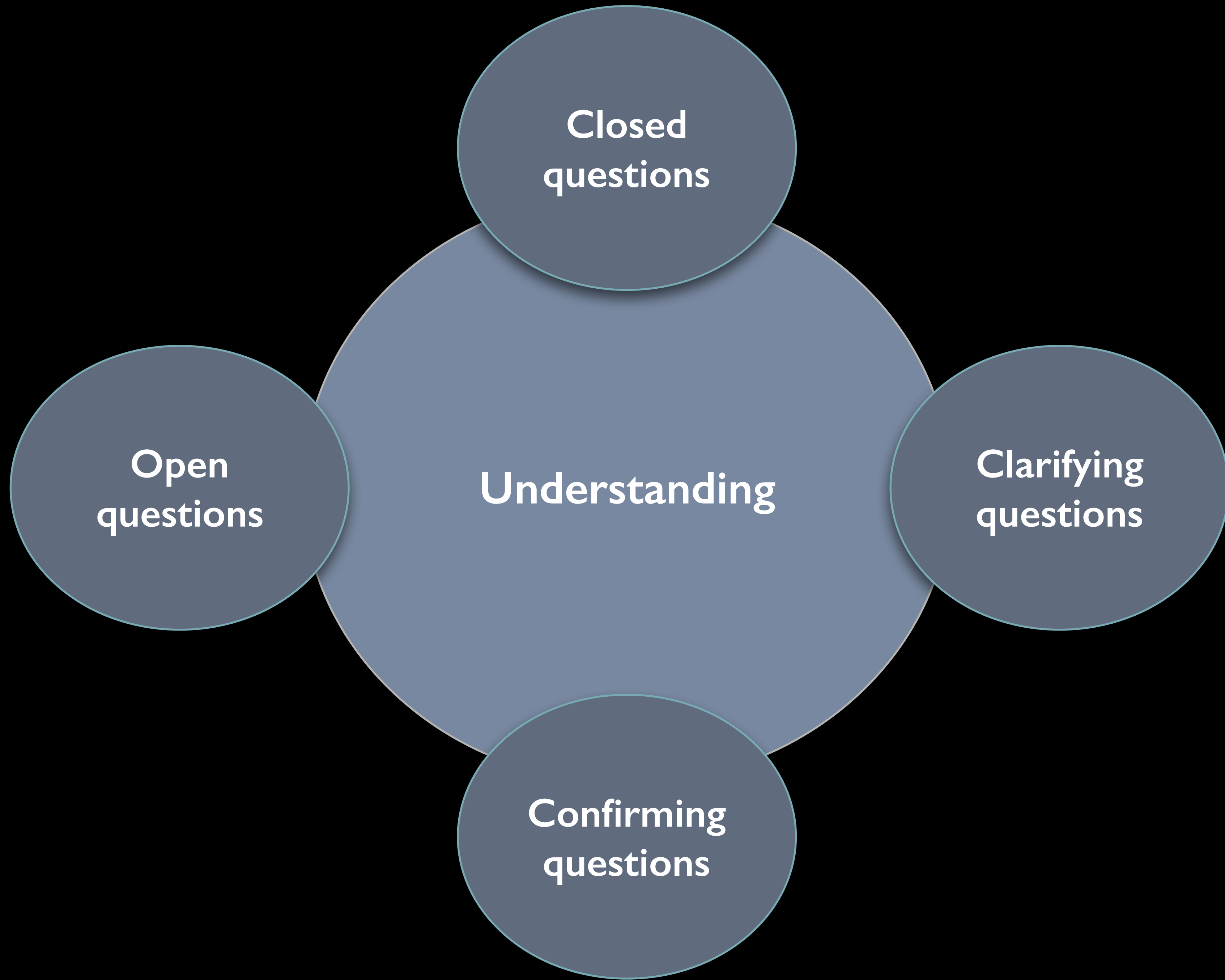


REALITY

OPTIONS

WILL





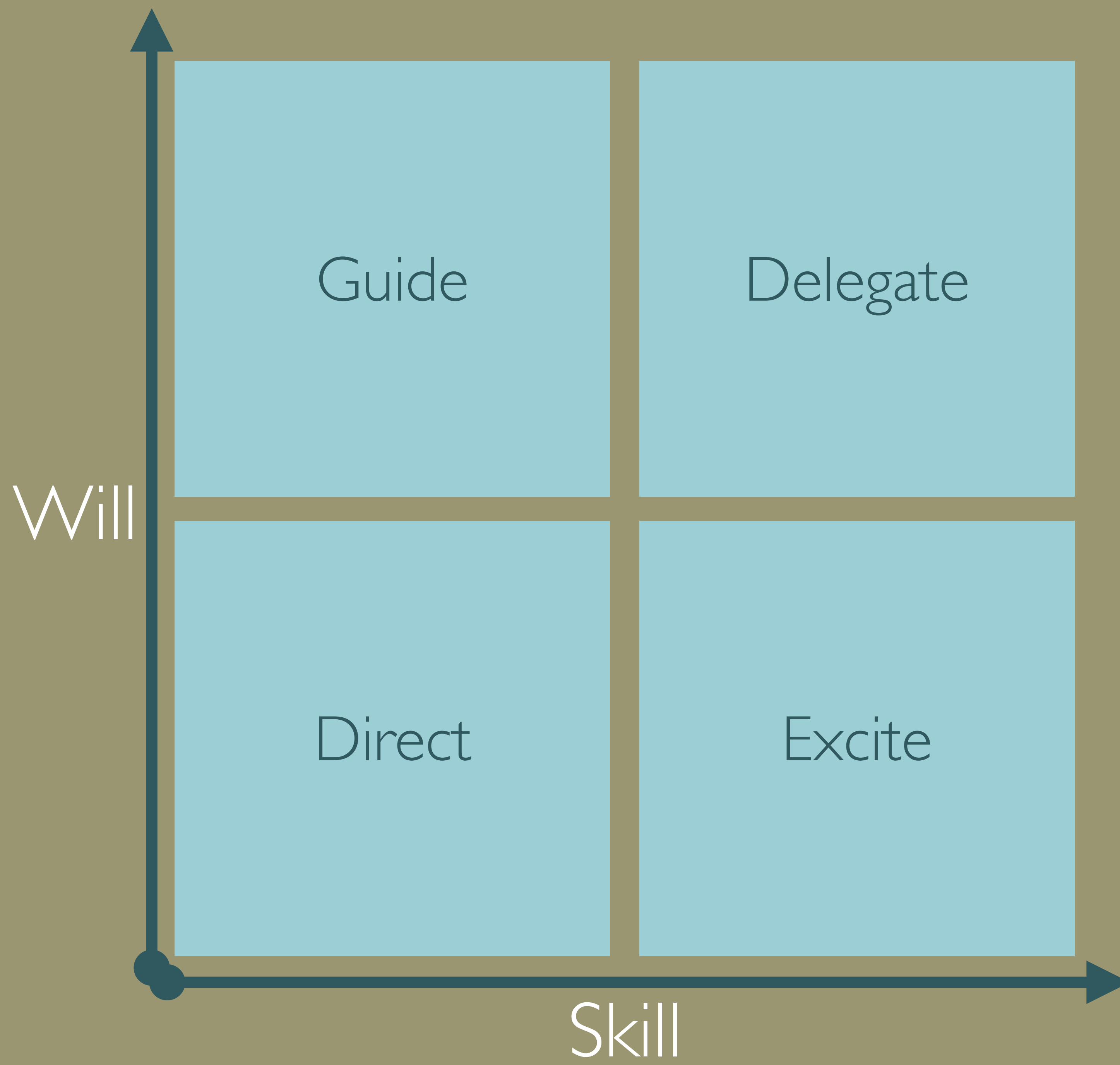
**Closed
questions**

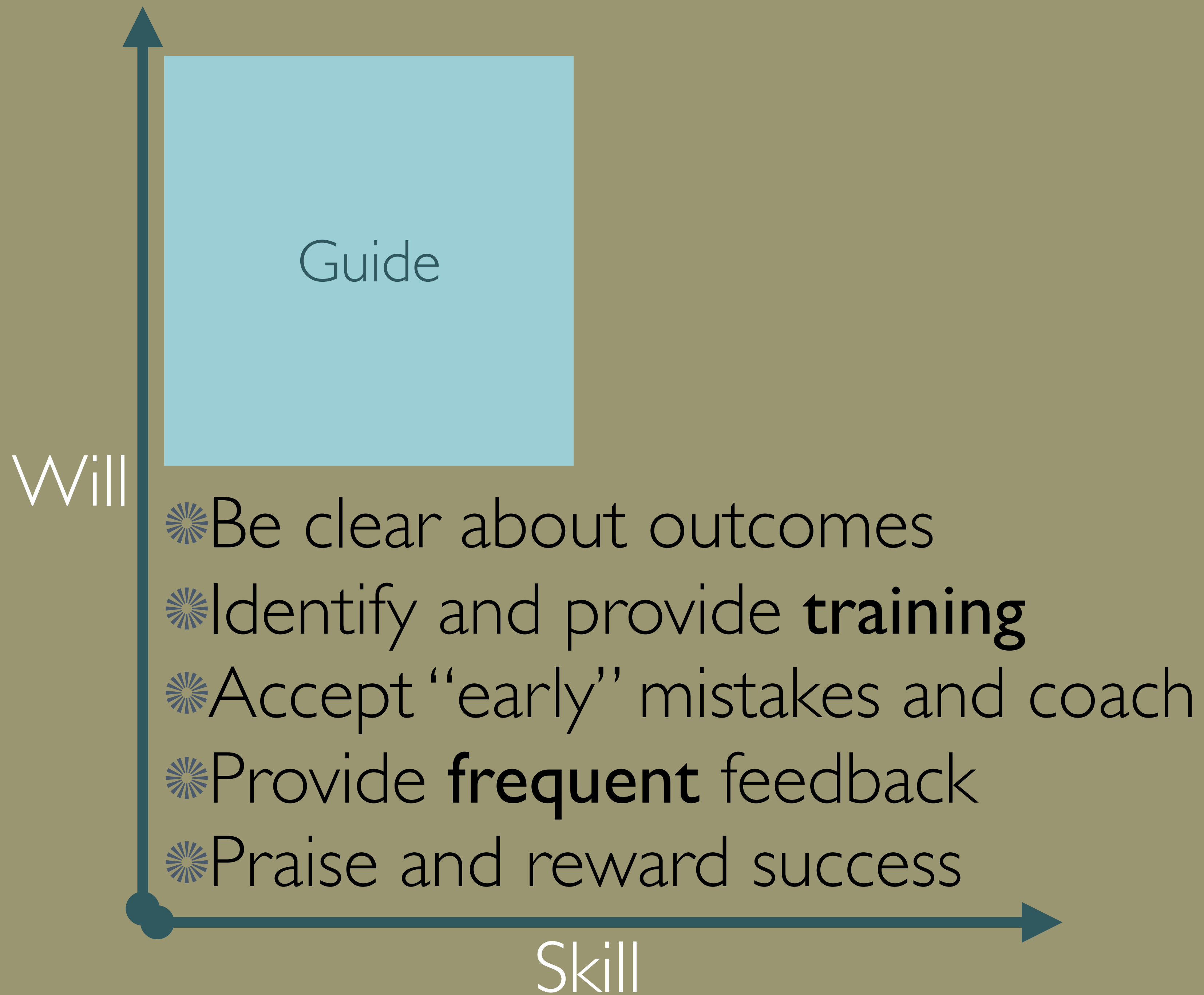
**Open
questions**

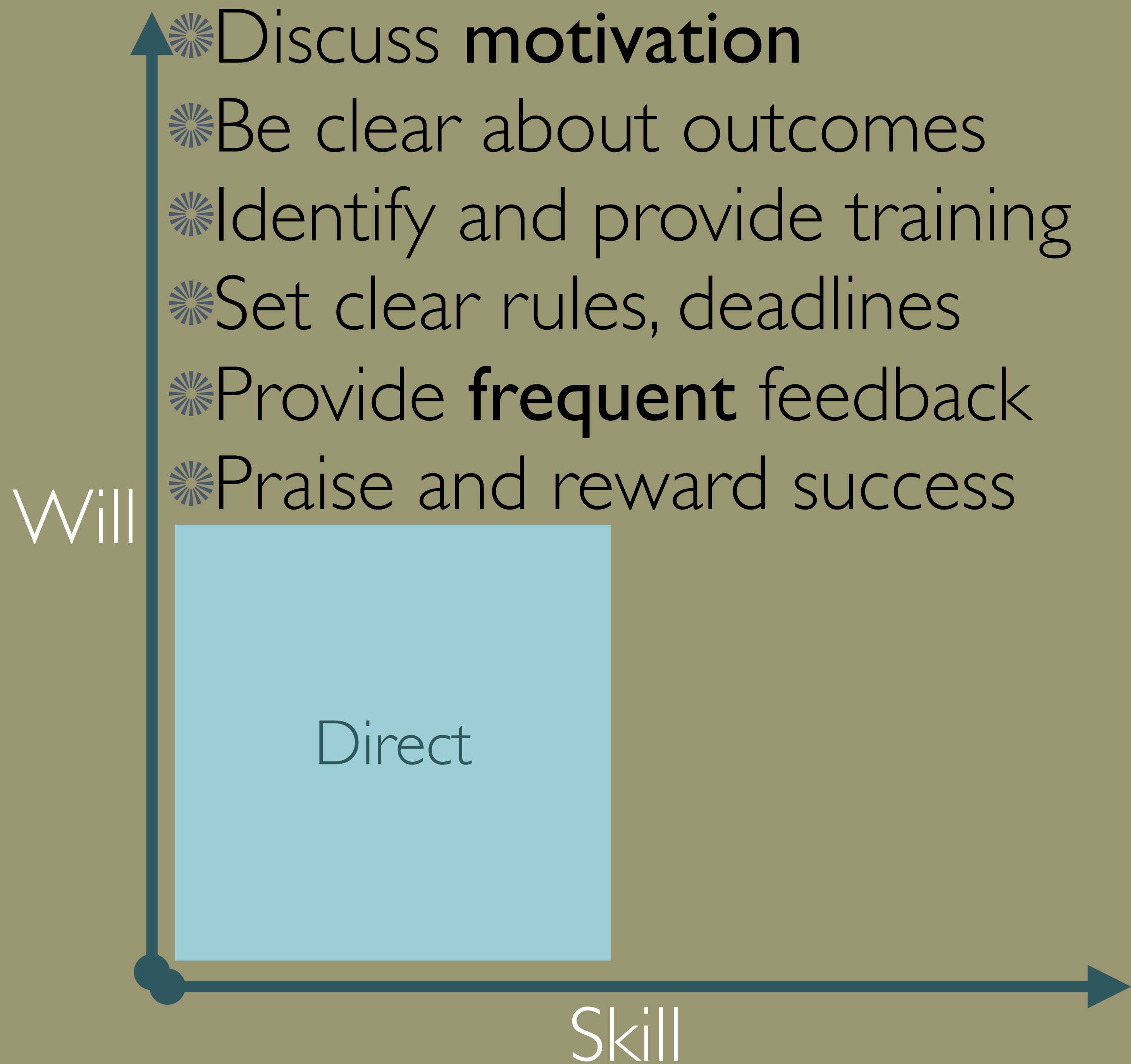
Understanding

**Clarifying
questions**

**Confirming
questions**







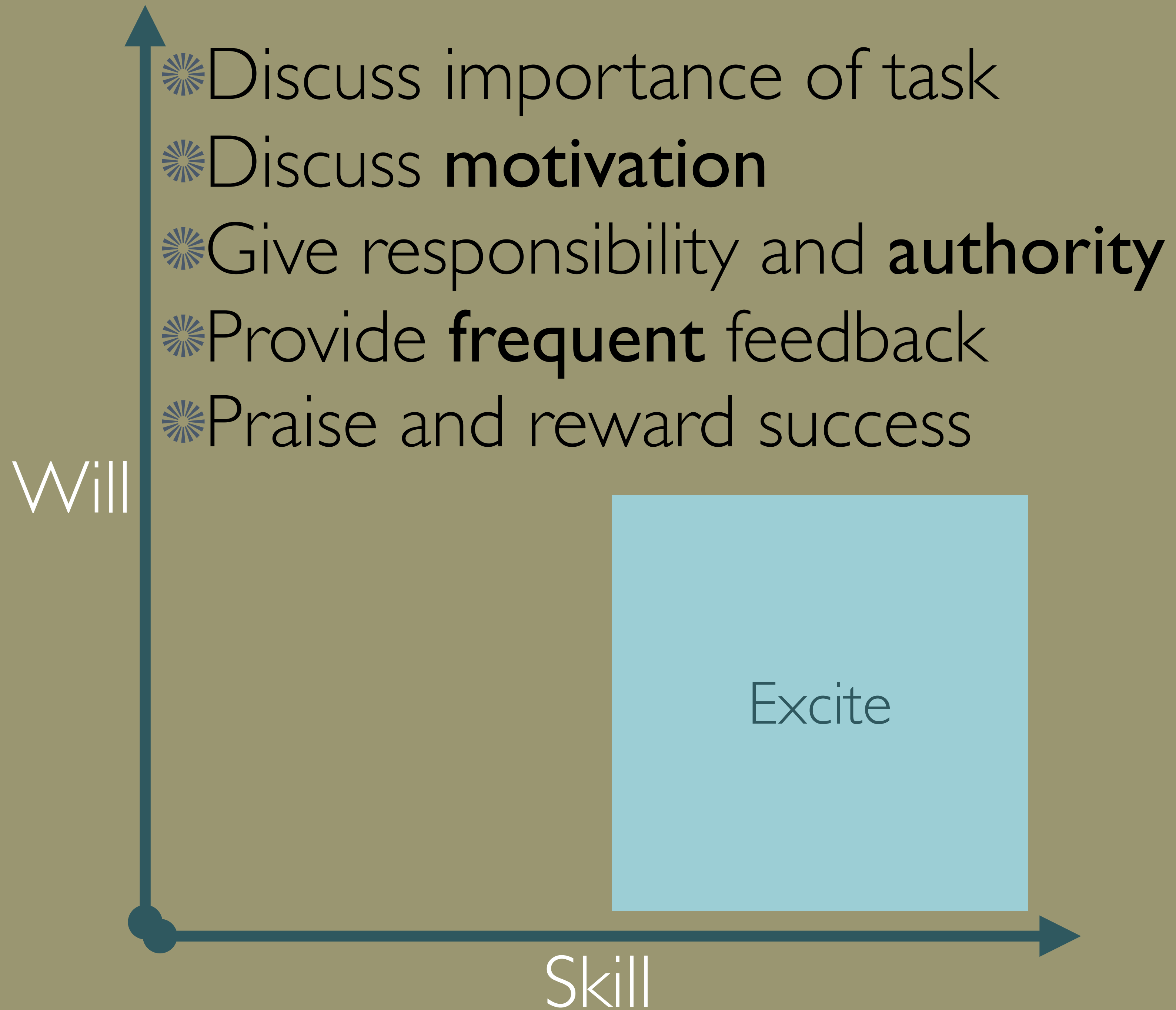


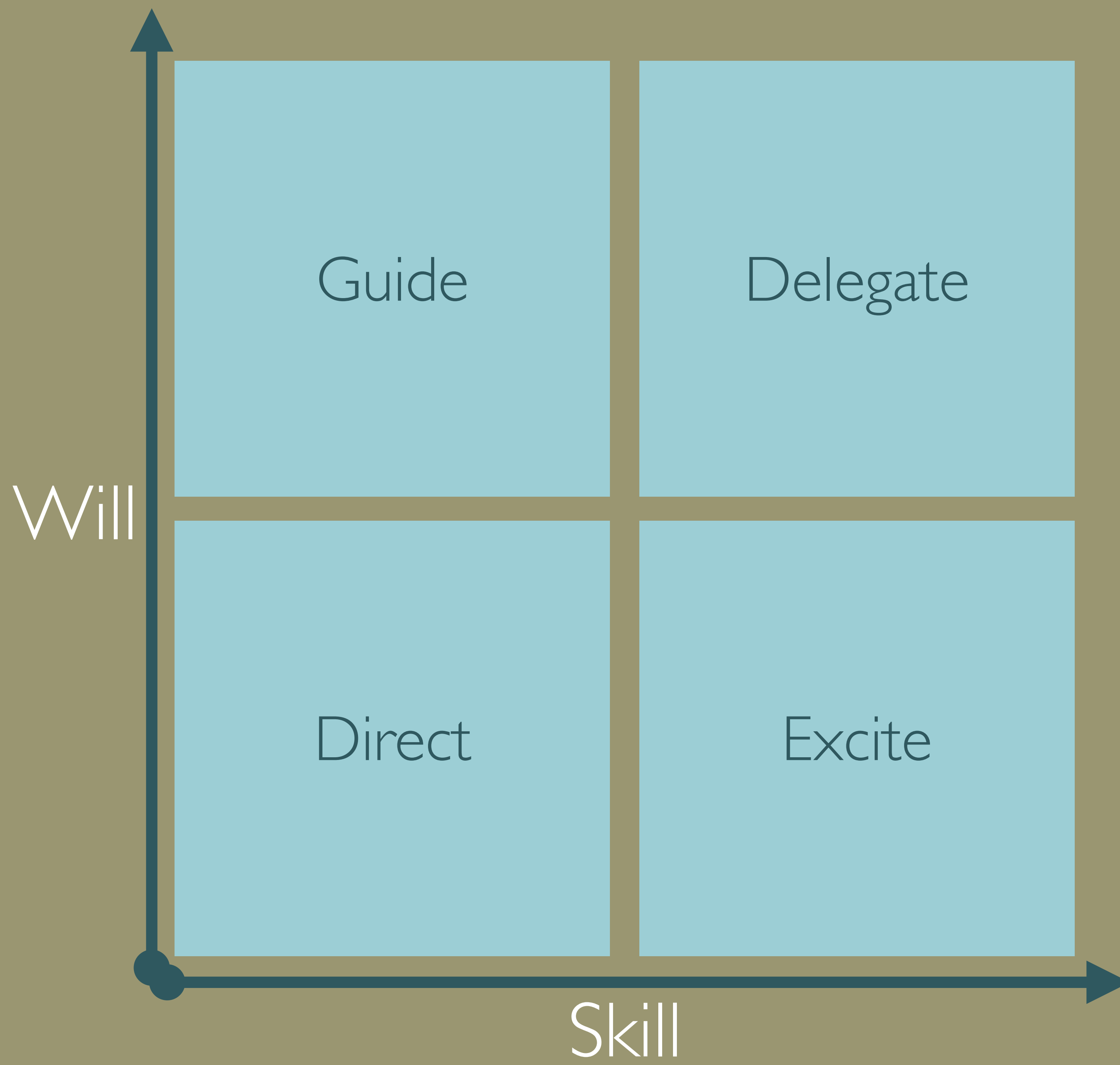
Delegate

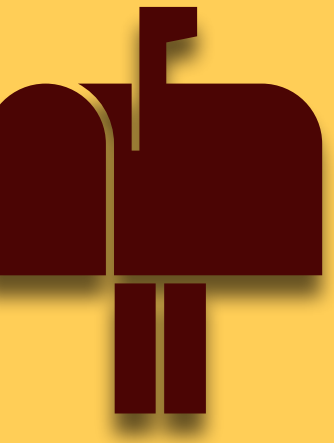
Will

- ☀ Be clear about outcomes
- ☀ Involve in **decision making**
- ☀ Give responsibility and **authority**
- ☀ Provide feedback
- ☀ Praise and reward success

Skill







DELIVER FEEDBACK

Specific

Actionable

Timely

Balanced

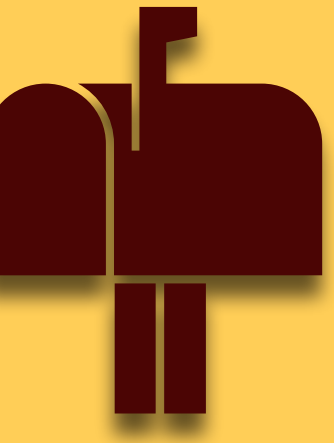


MAKE IT SPECIFIC

Situation	Behavior	Impact / Outcome
describe the Situation	the behavior (what they did)	the Impact of that behavior

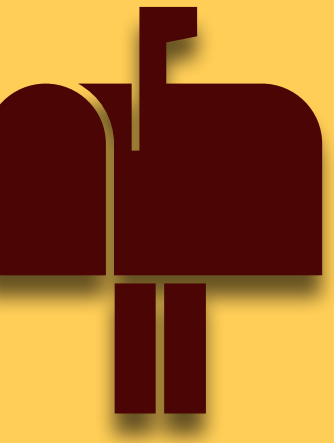
then discuss & clarify, create options, agree on next steps





MAKE IT ACTIONABLE

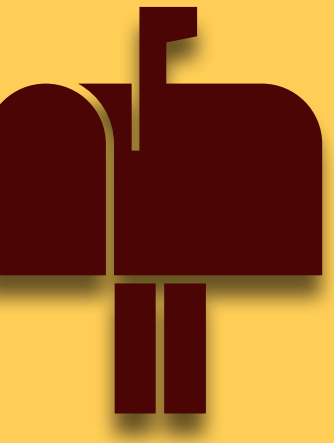
	Negative Non-Specific
	Negative Specific
	Positive Non-Specific
	Positive Specific



MAKE IT TIMELY

- Tailor the method (email, IM, real-time, I x I)
- Don't wait till the next review cycle
- Tailor the timeliness of feedback





MAKE IT BALANCED

- Avoid deficits
- When managing out, maintain trust
- Avoid “Feedback Sandwich”



Put It All Together



Avoid
the
avoidable





“Expectation is the root of all heartache.”

- William Shakespeare

A black silhouette of a man in a suit, seen from the back and slightly to the side. He is wearing a white shirt and a white tie. The background is a plain, light gray wall.

I'M THE BOSS

“Would I rather be feared or loved? Easy, both.
I want people to be afraid of how much they love me.”

- Michael Scott, The Office



“Never make assumptions about someone based on your past experience with someone else.”

- Unknown



Q&A