

Magnetic Pulse'nalities Leadership Academy 2014

Week 3: Coaching Your Team



AGENDA

- Identifying Your 4 Groups
- Set a Coaching Schedule
- Coaching Tips
- Q&A
- Homework



IDENTIFYING YOUR 4 GROUPS

- New Team Members
- Business Builders
- Emerging Leaders
- Team Leaders (Future Developers)



SET A COACHING SCHEDULE

Coach on the same day every week:
Team Tuesdays or Coaching Wednesdays
9 am – 12 pm or 6 – 9 pm

Coach to each group on a certain day:
New Reps: Mondays
Leaders: Thursdays



SET A COACHING SCHEDULE

- They must call YOU!
- Call them if they miss first call.
- If they miss 2 calls, they lose their spot.
- Calls should be 15 to 30 minutes.
- Book 25 minute slots.



TIPS FOR EFFECTIVE COACHING

- ~~Cheer-leader~~
- ~~Motivator~~
- ~~Problem solver~~
- ~~Shoulder to cry on~~
- Makes YOU responsible for success/failure
- It's exhausting!



TIPS FOR EFFECTIVE COACHING

Managing/Giving Advice Rarely Works
 "Arguing for Your Limitations"
 Managers Tell People What to Do
 Coaches Partner to Find a Solution
Help THEM come up with their own solution!



TIPS FOR EFFECTIVE COACHING

1. Get Centered

Take time to get centered and focused before a call with a member of your team. If you have an appointment scheduled, take a few moments prior to the call and think about the best way in which you can support them.



TIPS FOR EFFECTIVE COACHING

2. Make it About Them

Make your interaction about the person you're coaching. Remember, *their* agenda is the focus. What do they want (not what do you want for them) and where are they stuck?



TIPS FOR EFFECTIVE COACHING

3. Help Them Define Their "What"

Make sure the person you're coaching is clear about what they really want. Be specific and ask them questions to "chunk down" their goal.

*"I want to make more money" is not specific.
 "I want to earn \$1500.00 a month doing two shows a week" is.*



TIPS FOR EFFECTIVE COACHING

4. Get Them Clear About Their "Why"

The most important coaching question you can ask is "Why?".

"Why is that important to you?" Until someone is very clear about their "why," they can't move on to how they want to get what they want.



TIPS FOR EFFECTIVE COACHING

4. Get Them Clear About Their "Why"

Their "why" must be powerful and important to them at a high level.

Use scaling questions: "On a scale of 1-10, 1 being not important and 10 being very important, how important is this to you?"

If it's not important (at least a 7 or 8) coaching them will be difficult.



TIPS FOR EFFECTIVE COACHING

5. Define a Clear Action Plan

Once you know what they want and why it's important to them, you can support them in figuring out what they can do to get it.

Get them to be specific. Saying "I'll make phone calls" is not specific. Saying "I'll make 3 calls a day to former hosts and clients who have expressed an interest" is.



TIPS FOR EFFECTIVE COACHING

6. Ask how You Can Support Them

Believe it or not, they may need different support from you than you think. By asking them how you can support them, you give them a chance to really think about it. Their answer might surprise both of you.



TIPS FOR EFFECTIVE COACHING

7. Stay Curious

Curiosity is a coach's greatest tool. If you're being curious, you have to ask questions, and that's exactly what leads the person you're coaching to their own answers.



TIPS FOR EFFECTIVE COACHING

8. Ask Powerful Questions

A powerful question is one that is open ended (it can't be answered with a yes or no).



TIPS FOR EFFECTIVE COACHING

9. Stay Out of Judgment

Remember, it's their business and their agenda. Whether or not you think so, if it's important to them, it's important.



TIPS FOR EFFECTIVE COACHING

10. Hold Them Accountable

To the weekly calls.
They call YOU.

To the action item.
Ask them, every week, "Did you do what you said you were going to do?"



TIPS FOR EFFECTIVE COACHING

The Result?

They will take more responsibility for their own success.

They will keep the commitments they're making to themselves.



TIPS FOR EFFECTIVE COACHING

- How do you think this should be handled?
- What have you decided is the best course of action?
- How have you attempted to solve this problem so far?
- What do you suggest?



TIPS FOR EFFECTIVE COACHING

Partnering and letting them create solutions is very empowering and more effective than telling them what to do.

That IS coaching.



COACHING CALL OUTLINE

Begin with an acknowledgement.

Did they complete the previous week's task?

What were the results? Insights?

Recap last week (parties, sales, bookings...)

What's on schedule for next 3 weeks?

Ask for any issues they want to cover.



COACHING CALL OUTLINE

Practice active listening.

Practice using open-ended questions.

Action item to be completed within one week.

End with praise/encouragement.

Calls should be 15 to 30 minutes.

Book 25 minute slots.



OPEN-ENDED QUESTIONS

What do you really want?

How can I help right now?

If you had a choice what would you do?

What gets in your way in this area?

What is your biggest fear about that?

What is currently motivating you?

How could you simplify that?

Where do you want to be in 1 year?
5 years?



OPEN-ENDED QUESTIONS

How are you wasting your time?
 What's holding you back the most?
 How much do you want to be earning?
 What does your ideal life look like?
 What skill do you most want to learn?
 What gifts aren't being fully developed?
 What is your strategy to
 achieve that?



ACTIVE LISTENING

Empathize/Relate
 Paraphrase & Clarify
 Summarize



THINGS TO KEEP IN MIND

Her goals are not your goals.
 Begin and end with encouragement.
 She usually has the answer.



G.R.O.W. ACRONYM

Goal:

What is your goal?
 What are you aiming to achieve/solve?
 What aspect of this would you like to
 discuss/work on first?
 What specifically needs to change?
 How does this contribute to
 longer-term aims?



G.R.O.W. ACRONYM

Reality:

What is the current reality?
 How far are you from your goal?
 What is stopping you reaching it?
 What have you tried so far?
 What influencing factors are there?
 What assumptions are being made
 that have/have not been explored?

G.R.O.W. ACRONYM

Options:

What could you do to change things?
 What other options do you have?
 What are the pros and cons?
 What/who do you need to help you?
 What resources/skills do you already
 have?
 Which option would you most
 like to act on?



G.R.O.W. ACRONYM

Way forward:

Which of these actions are you going to take?

When will you do what?

What helps/hinders progress?

What support might you need to ensure you take action and how can you get it?

GROWTH ACRONYM

Relationships		Building trust
G	Goals	What do you need to achieve?
R	Reality	What is happening now?
O	Options	What could you do?
W	Will	What will you do?
T	Tactics	How and when will you do it?
H	Habits	How will you sustain success?
Results		Celebrating the results

http://www.growthcoaching.com.au/_blog/Free_Resources/post/Coaching_Conversation_Script/

Being positive
in a negative
situation is
not naive. It's
LEADERSHIP



QUESTIONS?



HOMEWORK

Set up a coaching schedule with your team.

Practice coaching scripts with one another (role playing).



THANK YOU!

