

VIDEO SCENARIOS



SCENE 1:

Telling Style Manager: A “Coaching Opportunity”:

In this scene a “Coaching Opportunity” pops up for a Manager with one of his Supervisors who has just announced a new change at a group meeting with all her staff. The meeting did not go as well as the Supervisor had anticipated. The Manager uses a Telling Style during a coaching conversation to support the coachee in moving forward. Participants will explore the Manager’s intention (agenda) and the impact of his approach on the coachee.



SCENE 2:

Asking Style Manager: A “Coaching Opportunity”:

In this scene a “Coaching Opportunity” pops up for a Manager with one of his Supervisors who has just announced a new change to her staff at a group staff meeting. The meeting did not go as well as the Supervisor had anticipated. The Manager uses an Asking Style during a coaching conversation to support the coachee in moving forward. Participants will explore the Manager’s intention (agenda) and the impact of his approach on the coachee.



SCENE 3:

The GUIDE Coaching Conversation: A 5-Step Model:

Here, the Manager coaches the Supervisor on her immediate challenge of implementing change towards a successful outcome. The Manager follows the 5-Step GUIDE Coaching Model to support the Supervisor to: (1) Identify the GOAL; (2) Develop UNDERSTANDING, Insight and Awareness; (3) Gain INSIGHT, ideas and solutions ; (4) DESIGN an action plan; and (5) ENABLE the coachee to take action and achieve her goal. Participants will identify the steps and explore the impact of the GUIDE Coaching Model.



SCENE 4:

Listening: Intentional Listening Skill:

In this scene, an employee is struggling with her “redeployment” as a result of her company’s restructuring to support the new change initiative. The employee sees the redeployment as a demotion and she’s feeling like a failure. The Supervisor listens with “Intention” for the “essence” of what the coachee is saying focusing on and who the coachee is ... strengths, potential, opportunity. Participants will explore listening at a higher level focused on the positive.

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SCENE 5:

Questioning: Problem-Solving Manager

In this scene, the Supervisor asks problem-solving questions that focus the coachee's issue of "feeling demoted" identified in Scene 4 and ultimately keep her stuck in the problem. Participants will explore the Supervisor's intention (agenda) and the impact of her questioning approach.



SCENE 6:

Questioning: Intentional Questioning Skill:

In this scene, the Supervisor asks "Intentional Questions" focused on the coachee's essence and moving her forward. The Supervisor asks questions that create the opportunity for self-awareness, learning and thinking. Participants will explore the Supervisor's intention (agenda) and the impact of her questioning approach.



SCENE 7:

Listening: Intentional Listening Skill:

Here, the Manager identifies a "Coaching Opportunity" through conversation when he discovers that his Field Supervisor's team won't meet upcoming deadlines. The Manager learns the Field Supervisor is struggling with the transition from peer to supervisor. As a result of the restructuring, the Field Supervisor is now supervising all the members of his former crew. The Manager listens with intention for the "essence" of what he is saying. Participants will explore Intentional Listening.



SCENE 8:

Language: Non-Coaching Language:

In this scene, the Manager provides feedback to the Field Supervisor focused on his challenge of moving from being a peer to a supervisor using Non-Coaching Language. Participants will explore the impact of Non-Coaching Language on the relationship and the success of the coachee.

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SCENE 9:

Language: Intentional Coaching Language:

In this scene, the Manager uses Intentional Coaching Language this time to develop the relationship and support the coachee in moving forward. Participants will explore the impact of Intentional Coaching Language on the relationship and the success of the coachee.



SCENE 10:

Providing Developmental Feedback (the Coach-Approach to Performance Feedback):

Here, the coach provides the coachee with “developmental” feedback designed to facilitate awareness, thinking, and learning. The coach’s role is to support the coachee to get “unstuck” and move forward in developing solutions to solve their own problems. In this video clip, the coach: (1) Offers an Observation, (2) Makes a Request, (3) Presents a Challenge, (4) Provides Missing Information, and (5) Shares an Insight with the intention of awareness, development and growth.



SCENE 11:

Acknowledging Feedback:

In this scene, the Manager provides acknowledging feedback within the coaching conversation that builds the relationships and supports the coachee to move forward. Participants will explore the impact of Acknowledging Feedback.



SCENE 12:

Providing Performance Feedback: The DIRECT Feedback Model:

Here, the Field Supervisor provides performance feedback to his Foreman using the DIRECT Feedback Model. The Field Supervisor provides the Foreman with: (1) the DATA outlining the observed behaviour and performance issue; (2) the IMPACT of the behaviour; (3) the REQUIREMENT outlining the performance expectations; (4) an opportunity to EXPLORE solutions using a coach-approach; (5) gaining COMMITMENT to an action plan; and (6) a plan to TRACK, monitor and follow-up. Participants explore the impact of the DIRECT Feedback Model.