Coaching and Motivating your Employees with Claire Laughlin

Welcome!
What's our Why?
- Name
- Role
- What are you here to learn?

Today...
- Understand the power of coaching for building motivation and ownership
- Practice Curious Listening with Powerful Questions
- Learn to GROW!
- Get clarity on some of your goals
- Coach and be coached
- Make a plan to put your coaching to work!

About Coaching...
Great Coaches...

- Think of a coach who made a positive impact on you.
- What did that person do and say that made them an effective coach?
- What was the IMPACT of their coaching on YOU?
- Then, talk about some of the challenges you face when coaching an employee.
- Prepare a flip chart summary.

4-5 people • 12 minutes

Workplace coaching defined

Workplace coaching is a deliberate, on-going helping process, intended to enable success, inspire change and promote transformation. It involves listening, curiosity, setting goals, identifying the support and resources necessary to achieve those goals, and regular follow-up.

In the news

Using a coaching style of leadership:

- Spurs learning
- Creates an exchange of ideas
- Builds rapport
- Fuels innovation and performance improvement

And in this hybrid environment: People need connection more than ever

Great coaches use many skills...

- Curious Listening
- Asking Powerful Questions
- Looking for Insight
- Setting and Achieving Goals
- Following-Up / Supporting
- Recognition and Appreciation

Presented by Claire Laughlin
Curiosity

Benefits of curiosity at work

• Fewer decision-making errors
  • combats stereotyping/confirmation bias
• Improved team performance
  • Increased information sharing and trust
• Reduced team conflict
  • Curiosity pairs well with empathy

The business case for curiosity, Harvard Business Review, 2018

What makes a good/curious listener?

Let’s get Curious!
3 people • 6 min

• Round Robin!
• Talk about a challenging situation in your leadership or life.
• Practice Listening:
  • Reflect, but DO NOT GIVE ADVICE!
  • LISTEN actively! (For 2 minutes)
• ROTATE!

A good coach tames their “inner expert” and resists going straight to problem-solving. Instead, they listen and ask powerful questions.
Any “a-ha” moments?

Presented by Claire Laughlin of Claire Laughlin Consulting

What gets in the way?

Which of these typical barriers do you stumble over?

1. Lack of interest in the subject
2. Formulating counter-arguments
3. Listening so closely to the details that you miss the big picture (or vice versa)
4. Faking attention to the speaker.
5. Getting “hooked!” (Allowing your emotions and reactions to stand in the way of understanding the true message.)
6. Distorting the message with your own interpretations.
7. Allowing your past experiences with a person to dictate your present feelings.
8. Being inaccessible, buried in work, or always in a hurry
9. Not creating opportunities to listen
10. Lack of trust

Powerful Questions…

• Allow the coachee to think and discover for themselves
• Hypothesize about positive futures and options
• Avoid the “same old” script
• Illuminate the values and needs being served
• Identify real and perceived barriers that influence actions and outcomes
• Typically begin with **what or how**

Powerful Question Mixer

Presented by Claire Laughlin
Curious, Powerful Questions…

Uncover/explore the issue:
- What is the current challenge?
- What’s the real challenge to you?
- What else? For example: How long has it been going on? What have you tried? What’s different now?

Paint an empowered picture:
- What is your goal for this situation?
- How do you want to show up?
- What’s in it for you?
- What’s in it for the other person?

A coaching model: GROW

GOAL: The destination
REALITY: The starting point
OPTIONS: Solutions to bridge the gap
What’s next/Way forward: The plan forward

Favorite GROW Questions

Take a Break
10 minutes
“If the ladder is not leaning against the right wall, every step we take just gets us to the wrong place faster.”

Stephen Covey

Let’s talk about GOALS!

What is something you hope to achieve this year?

A skill you want to develop?

A project you’d like to start or finish?

A new habit you’d like to form?

Let’s turn “hopes” into GOALS

A good goal specifically states **what** you are going to do and **how** you will be able to tell that you have been successful.

Hope: To be a better leader

Goal: To improve my team’s effectiveness by setting quarterly team goals.

The science is clear

Goal setting restructures your brain to make it more effective!

Goal setting provides motivation!
Our brains on goals

• Goal-setting *literally* changes the structure of your brain so it’s optimized to achieve that goal! (Thank you, *neuroplasticity*!)
• When we are emotionally attached to our goals (motivated), we evaluate obstacles as less challenging.
• The more ambitious the goal, the more motivating (because the amygdala and the frontal lobe are fully activated!)

Presented by Claire Laughlin of Claire Laughlin Consulting

What deserves a GOAL?

• **Your top priorities!**
  • Areas you want to improve
    • Efficiency
    • Effectiveness
    • Process
  • New habits you want to form

• Things you want to **START** doing
• Things you want to **STOP** doing
• Things you want to **keep** doing well

3 people • 20 minutes
Coaching Practice

Prepare
Think of a goal you have for you.
• A project
• A health or fitness goal
• Time with family

Practice
• Choose coach, coachee and observer
• Coachee: Tell other about your goal
• Coach: use “simple GROW Flow page 5
  • min
• Observer: Feedback: 1 min
• Rotate
Using the Coaching Planner

3 people • 15 minutes

- Select a scenario from page 8
- Talk through the "Coaching Planner" questions on page 9
- Do a "simulation"
- Prepare to share observations

What’s Next?

Who will you coach?
What barriers do you anticipate?
What questions do you have?

Coaching for Excellence

LIVE Online! Starts March 16

- Only $897! Use Code WVM for $50 discount
- Want to bring your team? claire@clairelaughlinonline.com

Includes:
- Practice, practice, practice!
- More coaching models
- Unpacking performance issues
- Setting clear actionable goals
- Coaching your team!
- Team meeting agendas
- Coaching toward: accountability, team culture, and skill development
- When to use a PIP and how to document (legally!)
- Supporting DEI efforts
- Favorite coaching book giveaways
- All recordings available for a full year!

You’re on the road to higher engagement!

Please complete the evaluation!