



Questions about Coaching?

Leadership Coaching

Over the last decade coaching has emerged as the most powerful method for developing leaders, enabling them to achieve better results and work more effectively with others, especially direct reports. A recent survey by the Ken Blanchard Company noted that the most common benefits reported by the majority of coaching clients and their organizations were improvements in relationships, teamwork, job satisfaction and productivity. Coaching is a confidential, collaborative relationship that fosters self-awareness and builds on individual strengths to generate possibilities.

Integral to the coaching experience are the coach's questions which enable new insights to move clients beyond self-imposed constraints and limiting beliefs. Because coaching is supportive and personal, an environment is created that enables clients to take the risks that help them achieve significant goals.

Who uses coaches?

Coaches work with executives as well as leaders and managers at all levels of an organization. The goal of coaching is to create meaningful and measurable outcomes that impact the business. Some clients want to acquire new skills and competencies. For others, coaching is an opportunity to enhance strengths and prepare for more senior assignments. Promoting positive changes to produce results relevant to the business is the primary aim of every coaching engagement.

Why is coaching so effective?

The effectiveness of coaching is based on neuroscience and what we know about how our brains respond to change. Science tells us that our brains change as a result of the focus of our thinking, creating new patterns and connections in the brain. We also know that insights we achieve as a result of thinking for ourselves create neural pathways that support change. The 'a-ha' moment we experience as a result of an insight is accompanied in the brain by a burst of neurotransmitters which make us feel good and help create new pathways. These physical changes don't occur when someone tells us what to do or when someone else does the thinking for us. This only happens when we achieve the insight ourselves. And that's why coaching is so effective- you generate insights as a result of being asked powerful questions that help you work out solutions, rather than being told the answer.

What happens during a coaching session?

Coaching sessions can be conducted in person or via phone. Most sessions are about 45 minutes so they fit into even the busiest of calendars. The frequency is up to you but most clients find 2-3 sessions per month works best at the beginning to get traction and get started achieving goals. Once you are making good progress, a monthly session helps you keep on track.



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The first step is a review of where you are and what you want to achieve as a result of coaching. This process often includes assessments to understand more about you, your leadership and communication style, strengths, values and motivations, as well as the expectations, accountabilities and relationships that are important to your role at work. Once we have taken a good look at where you are currently we review what you want to achieve with the help of a coach. One or two areas are chosen for development that will help you move with purpose from where you are now to where you want to be. These will be the underlying themes that guide the coaching relationship.

Every coaching conversation is shaped by the issues the client brings to the session as well as the objectives defined for the coaching program. The topic for a coaching session could be a challenge or problem the client is facing or an observation about a previous insight. The coach supports the client to view different perspectives, identify patterns of behaviour, assumptions or limiting beliefs to uncover how the client may be getting in their own way. The questions the coach asks help the client to reflect on the issue, clarify the situation, challenge assumptions and facilitate action. The coach is responsible for ensuring the client is always in action and moving toward the goals set out for the coaching engagement. Each session concludes with the client reviewing what they learned during the session and what actions they will commit to taking as a result of the coaching conversation.

What can a coach help me to achieve?

Coaches support people to make changes – transformational learning and change is at the heart of coaching. Here are some of the topics and issues frequently addressed through coaching:

- » Understand your leadership style, hone strengths and overcome limitations
- » Implement a change initiative, transition to a new role or address a workplace challenge
- » Enhance specific skills such as conflict management, delegation, feedback and acknowledgement,
- » Improve your emotional intelligence skills of self-awareness, social awareness, self-management and relationship management or uncover blind spots that hold you back
- » Improve your productivity and personal effectiveness
- » Improve your strategic thinking and decision making abilities
- » Develop your leadership abilities so you can move to the next level

Contact Karole to find out more about coaching:

Phone: 604.788.9145

Email: ksutherland@sutherlandconsulting.com

