

Creating a Coaching Culture for Empowered Leadership




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Basic Coaching Skills

- ▶ Generous Listening
- ▶ Having the Answers vs. Asking the Questions
- ▶ Powerful Questions
- ▶ Curiosity
- ▶ Maintain Presence
- ▶ Cultivate Trust and Safety (non-anxious presence, co-regulating)

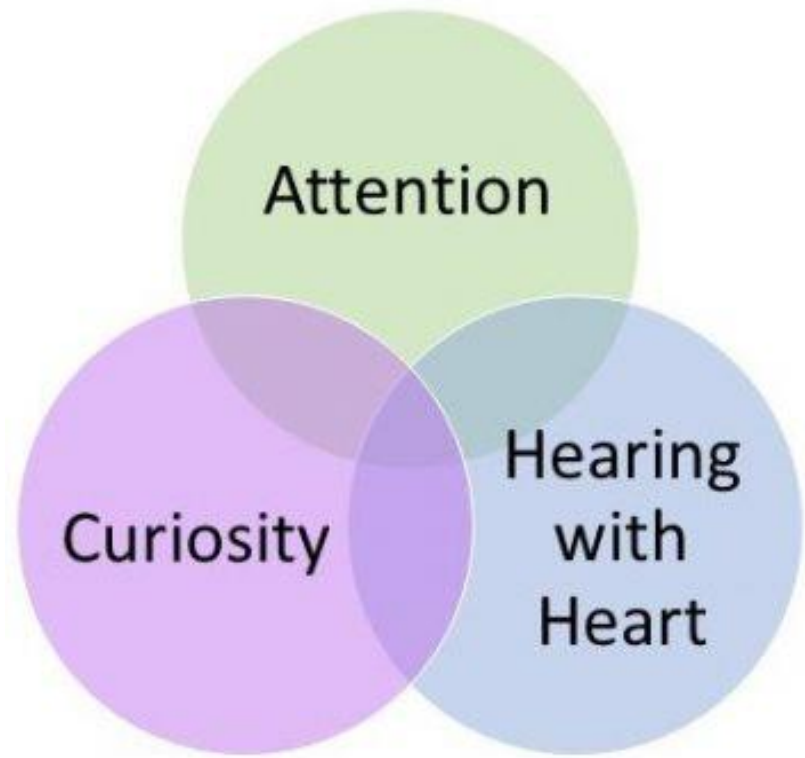
Generous Listening

- ▶ Importance of Generous Listening
- ▶ Already/Always Listening
- ▶ Posture
- ▶ Don't be thinking about the next question
- ▶ Paraphrase/summarize
- ▶ Do not interrupt
- ▶ Let silence do the heavy lifting
- ▶ Open-ended questions
- ▶ Non-verbal cues
- ▶ Empathy

A quote by Rachel Naomi Remen is presented on a piece of torn, light blue paper with a dark blue border. The text is written in a red, serif font. The quote reads: "When you listen generously to people they can hear the truth in themselves, often for the first time".

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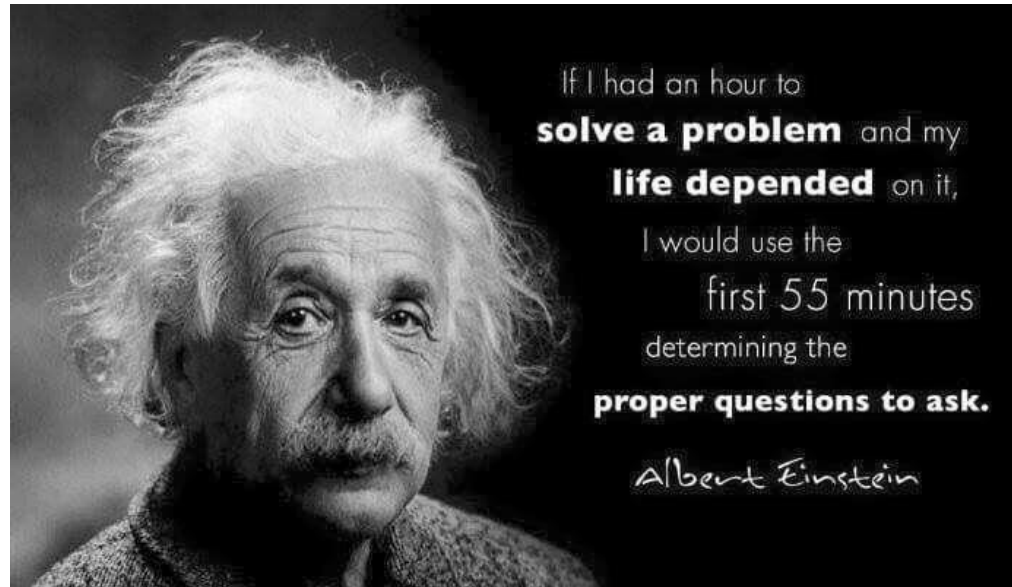
Rachel Naomi Remen



Generous Listening Practice

- ▶ Take 5 minutes to practice active listening with a partner

Having the Answers vs Asking the Questions



Powerful Questions



- ▶ Open-ended
- ▶ Thought-provoking
- ▶ Encourage reflection and exploration
- ▶ Encourage deeper understanding
- ▶ Foster creativity
- ▶ Open-ended vs. closed questions
 - ▶ If it can be answered with a "yes" or "no" it's a closed question
 - ▶ Are you happy? Vs. What makes you happy about XYZ
 - ▶ Will you do that again? Vs. What do you celebrate in what you did that might lead you to try it again?

Maintain Presence

- ▶ Minimize potential distractions
- ▶ Be mindful of body language
- ▶ Space/Connection
- ▶ Practice generous listening
- ▶ Stay in the present moment
- ▶ Silence is your friend
- ▶ Acknowledge and validate feelings
- ▶ Their agenda vs Your agenda
- ▶ Check-in—is our conversation helpful?
Are we on track?
- ▶ Spend time after the conversation
reflecting on the conversation



Cultivate Trust and Safety

- ▶ Establish Rapport
- ▶ Demonstrate Authenticity
- ▶ Assure Confidentiality
- ▶ Empathy and Understanding
- ▶ Set Clear Expectations
- ▶ Be Responsive and Supportive





Cultivate Trust and Safety

- ▶ Trauma-informed tools
- ▶ Co-Regulation is one powerful tool
- ▶ When someone is anxious, slow down your own response and speak more quietly
- ▶ “I feel you; feeling me”
- ▶ Non-judgmental; again, be curious

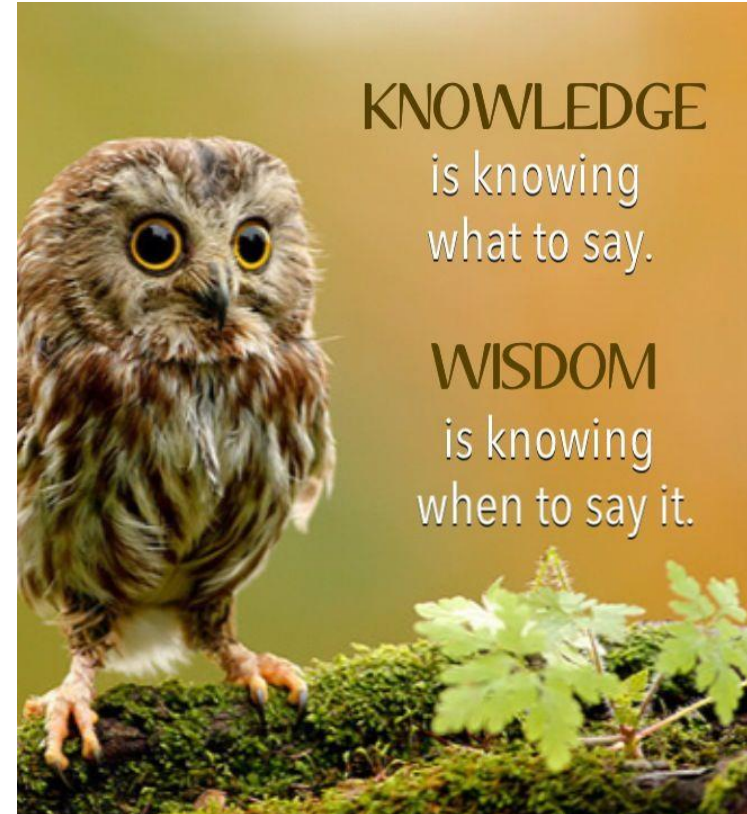
Let it go!



"...Knowledge is not enough. You have to bring yourself to each interaction in a deeply authentic way. People don't care how much you know until they know how much you care." — Doug Conant

Knowing When

- ▶ When do you offer answers?
- ▶ When do you ask questions?
- ▶ Does it matter?





Questions?

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