



The Magic Key: Using a Coach Approach

SERDI 2020 Fly-In

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Presenter: Edy Nash, CEO



Thank you!

- Lori Corley
- Misty Crosby
- Mark Farley
- Chris McKinney
- Joe McKinney
- Martha Shickle



A BOLD Statement

Coaching can be **the most valuable tool** any manager or leader has available to improve performance, increase productivity and enhance relationships.



The Big Question

If coaching is such a great tool, why don't managers and leaders use it more?



#1 Reason

I don't have TIME!



#2 Reason

I don't know how to do it.



Activity

What is your definition of coaching?



Definition of Coaching

The International Coach Federation (ICF) defines coaching as partnering with clients in a thought-provoking and creative process that inspires them to maximize their personal and professional potential.



A Coach Approach

- More listening and less talking
- More asking and less telling
- More curiosity and less advice-giving

~ Michael Bungay Stanier, *The Coaching Habit*

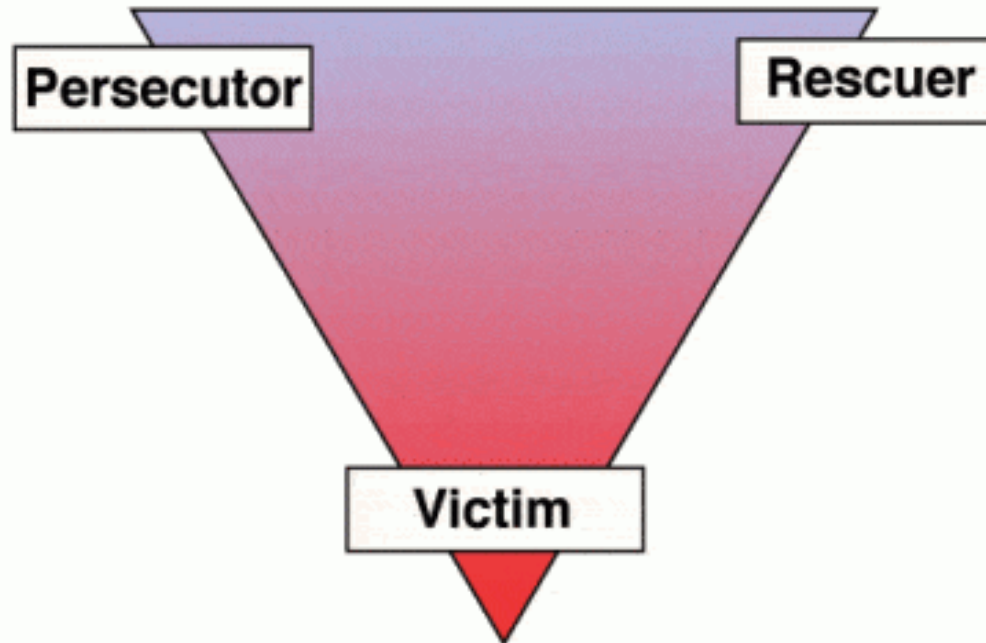


I don't coach more because...

I love to give advice!



The Drama Triangle





The Victim





The Persecutor



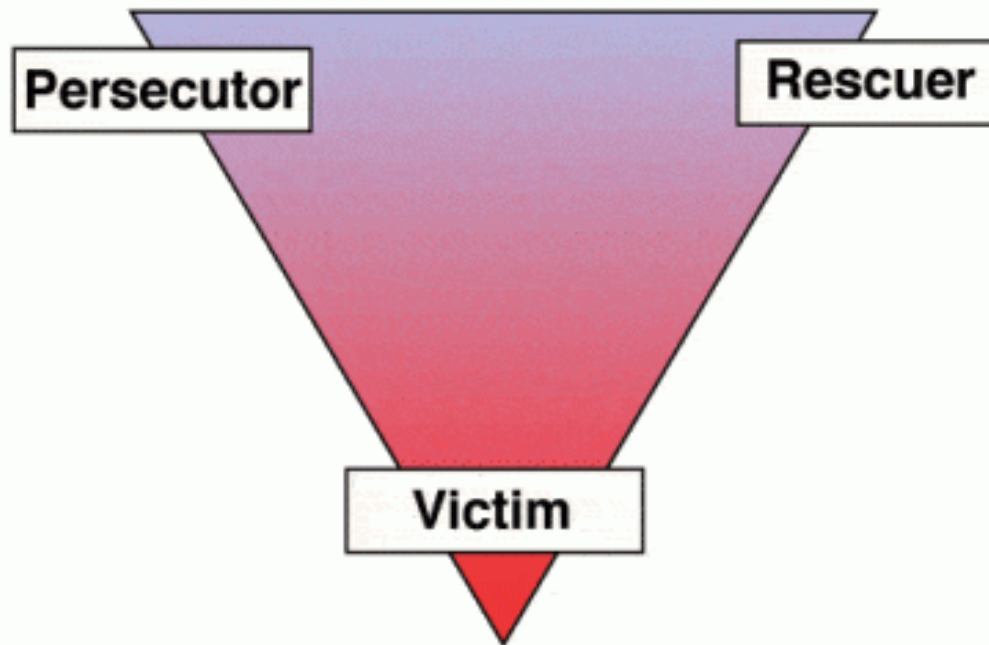


The Rescuer



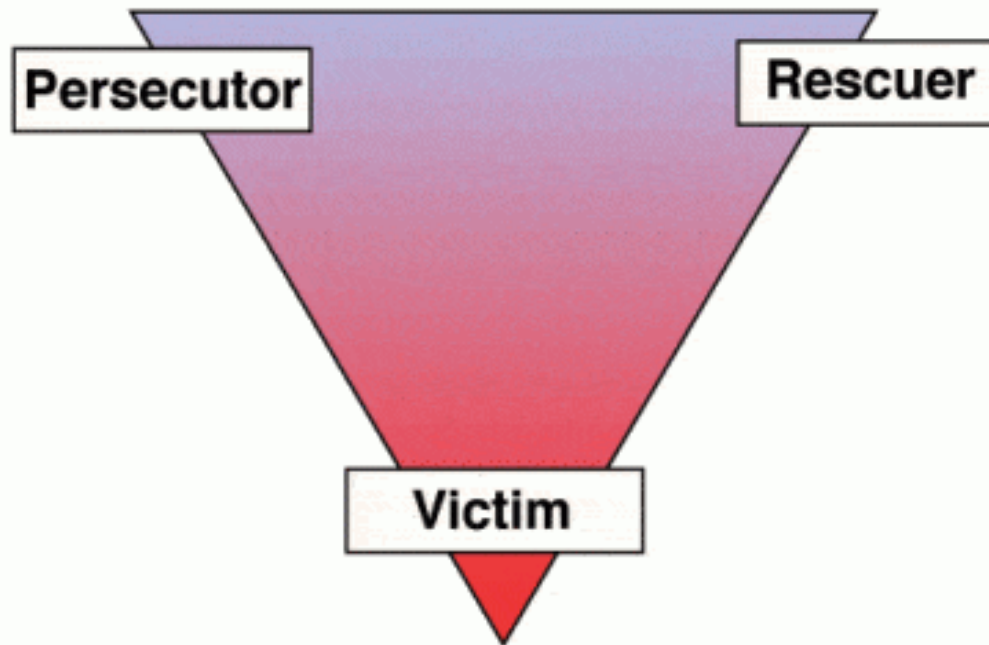


The Drama Triangle (IRL)





The Drama Triangle (IRL)



What's your default role?



Breaking Out

When _____ happens,

instead of _____,

I will _____.



Coach-like questions...

What's your favorite coaching question?

My favorite is AWEsome!

And **What Else?**



WIIFM

What are the benefits to you if you:

- Listen more and talk less?
- Ask more and tell less?
- Become more curious and less advice-giving?



WIIFM

Using a coach approach will...

- Reduce your team's over dependence on you.
- Reduce your sense of overwhelm.
- Reduce your sense of disconnection.



Activity

What was most useful for you today?



Free Gift

My Favorite Coaching Questions

1. Text “Coaching” to 1-202-410-4202
2. Follow the prompts and text your email address and name.
3. Watch your inbox for an email message from me.
4. Read the email and then scroll down to the very bottom and click the button to get the questions.
5. For more resources and support, click on the link to my TimeTrade calendar and schedule a time to talk.



Thank you!



Edy Nash, CEO

edy@enashassociates.com

(615) 791-7689 (Office)

(615) 330-4907 (Mobile)