



Essential Coaching Skills for Personal Development

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- ❖ Self Awareness, Responsibilities and Self-belief
- ❖ Building Rapport- presence, mutual respect & trust
- ❖ GROW Model
- ❖ Listening, Questioning, Communicating skills

One-word(or sentence) Ice breaker

What would be your “one word (or sentence)” to describe your most significant achievement/challenge last week/month?

To describe YOU ?



Sharing Session

- To provide an opportunity for participants to learn in a pleasant, informal atmosphere
- To encourage participants to educate each other by discussing their knowledge of a topic and by sharing their real-life experiences
- To enable participants to give and receive support and ideas about their concerns and about making desired changes.
- To provide access to resources for participants, if needed.

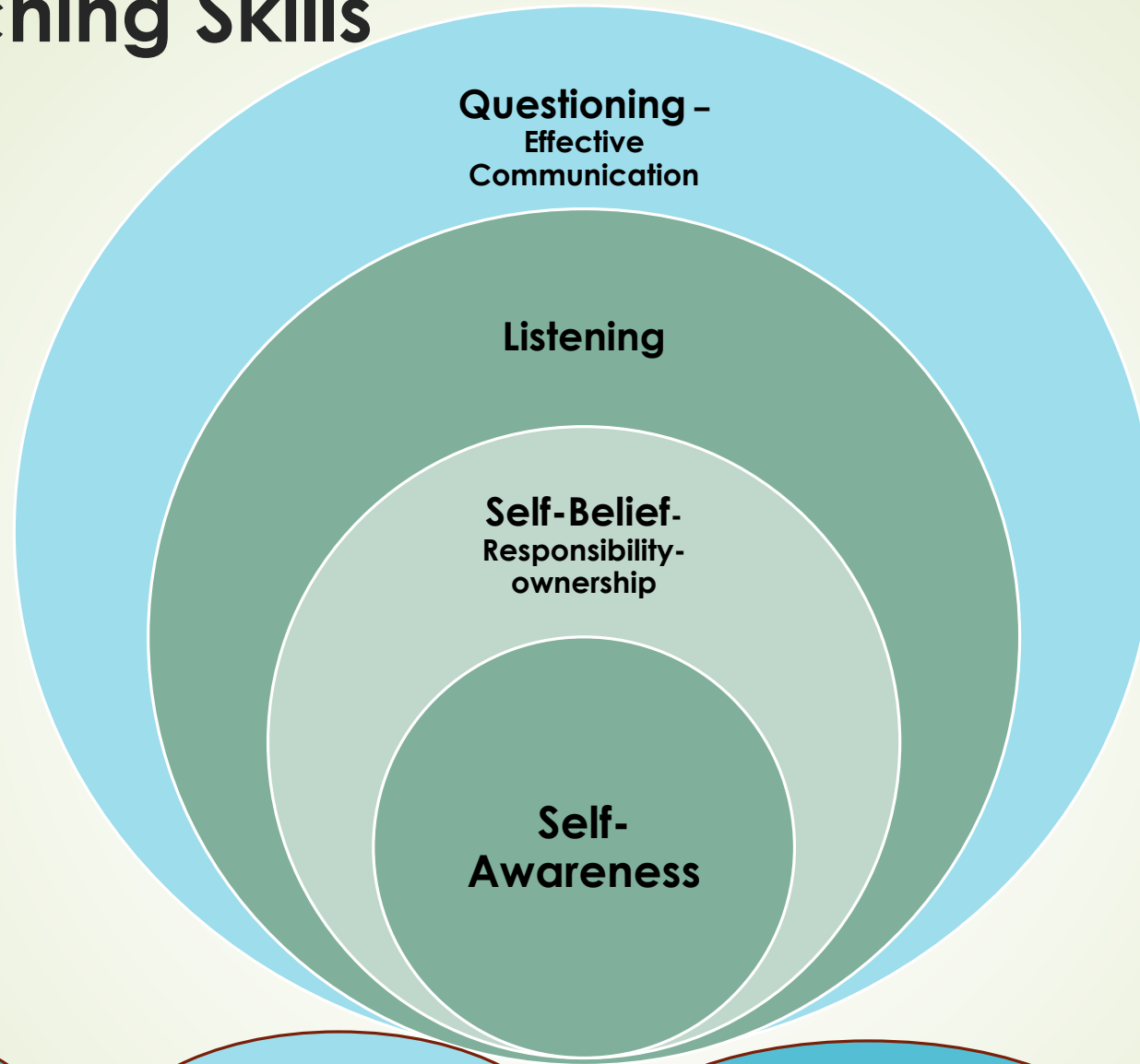
The primary emphasis is on the **feelings and experiences** of the group members.

The purpose is not to debate ideas. The purpose is to provide an opportunity for sharing information and support.



Essential Coaching Skills

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Build Rapport

Presence

Mutual Respect

Trust

Coaching (Skills) defined

- **Coaching is unlocking a person's potential to maximise their own performance. It is helping them to learn rather than teaching them.'**
– *Sir John Whitmore.*
- Coaching is partnering with clients in a thought-provoking and creative process that inspires them to maximize their personal and professional potential.(ICF)
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- Coaching is the art of facilitating the unleashing of people's potential to reach meaningful and important objectives.
.....(*Phillipe Rosinski- Coaching across Culture*)

In coaching, the responsibility for learning lies with the individual, and not with you, the coach.

~ The Coach is normally the certified Coach Practitioner, however some Coaching Skills can be successfully practiced by CEOs, Managers, Lecturers, Teachers, Parents and many more.



Professional coaching brings many wonderful benefits:

- Fresh perspectives on personal challenges
- Enhanced decision-making skills
- Greater interpersonal effectiveness
- Increased confidence
- The attainment of relevant goals.

* (Practicing coaching skills can results in some of/similar benefits)

Building Awareness, Responsibility and Self-belief at the workplace (& at home)

- The focus is to identify **FUNDAMENTAL POTENTIAL** of each person; namely, the potential to go further professionally, to live more serenely and, overall, to feel greater satisfaction both at work and at home.

Self-awareness: An Enabler

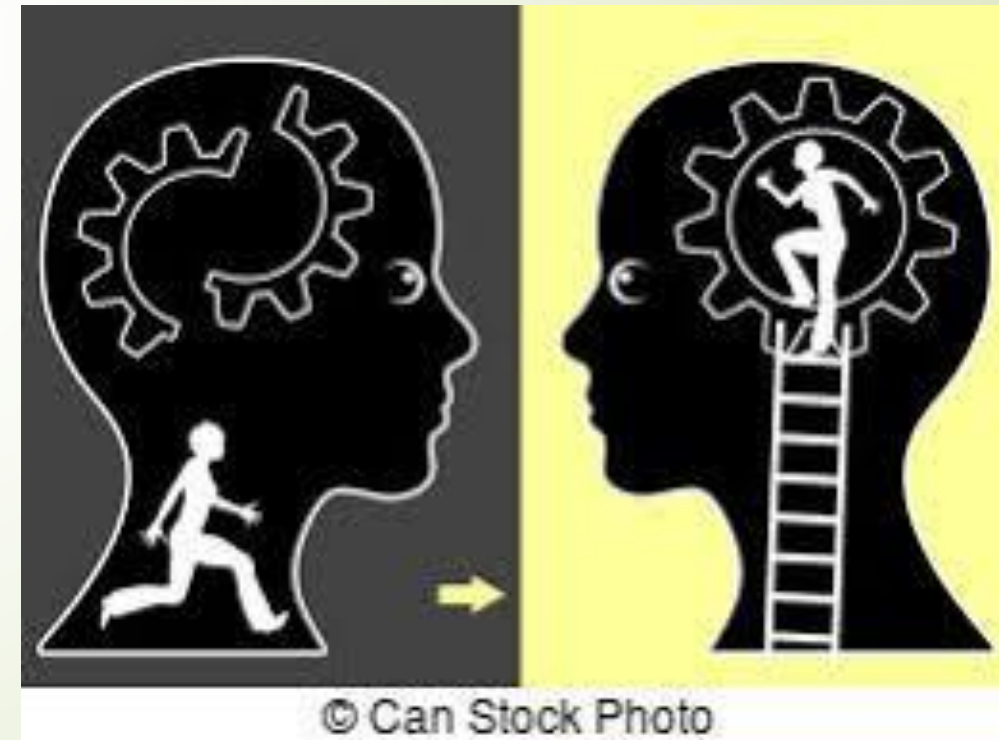
- **Self-awareness enable the person to find the right direction in life and career.**
- **Self awareness enable the person to build relationships with one-self and other people.**
- Self awareness is the ability to monitor **our inner and external world**. Our **thoughts and feelings** arise as signals.
- Developing self-awareness requires an information-gathering perspective. It increases adaptability and flexibility.
- An increased self-awareness builds resilience. Self-awareness also improves our ability to empathize with others.

- Reflect on your self-awareness -



Practicing self-awareness

- Monitoring feelings(positive & negative)
- Aware of actions& reactions
- Aware of thought process
- Aware of strengths and weaknesses
- Aware of own abilities



Practicing self-awareness

- Look at oneself objectively
- Self-reflection
- Listen & monitor inner dialogue
- Identify values (alignment of subconscious and conscious)
- Journaling
- Practice mindfulness
- Feedback from trusted friends/family

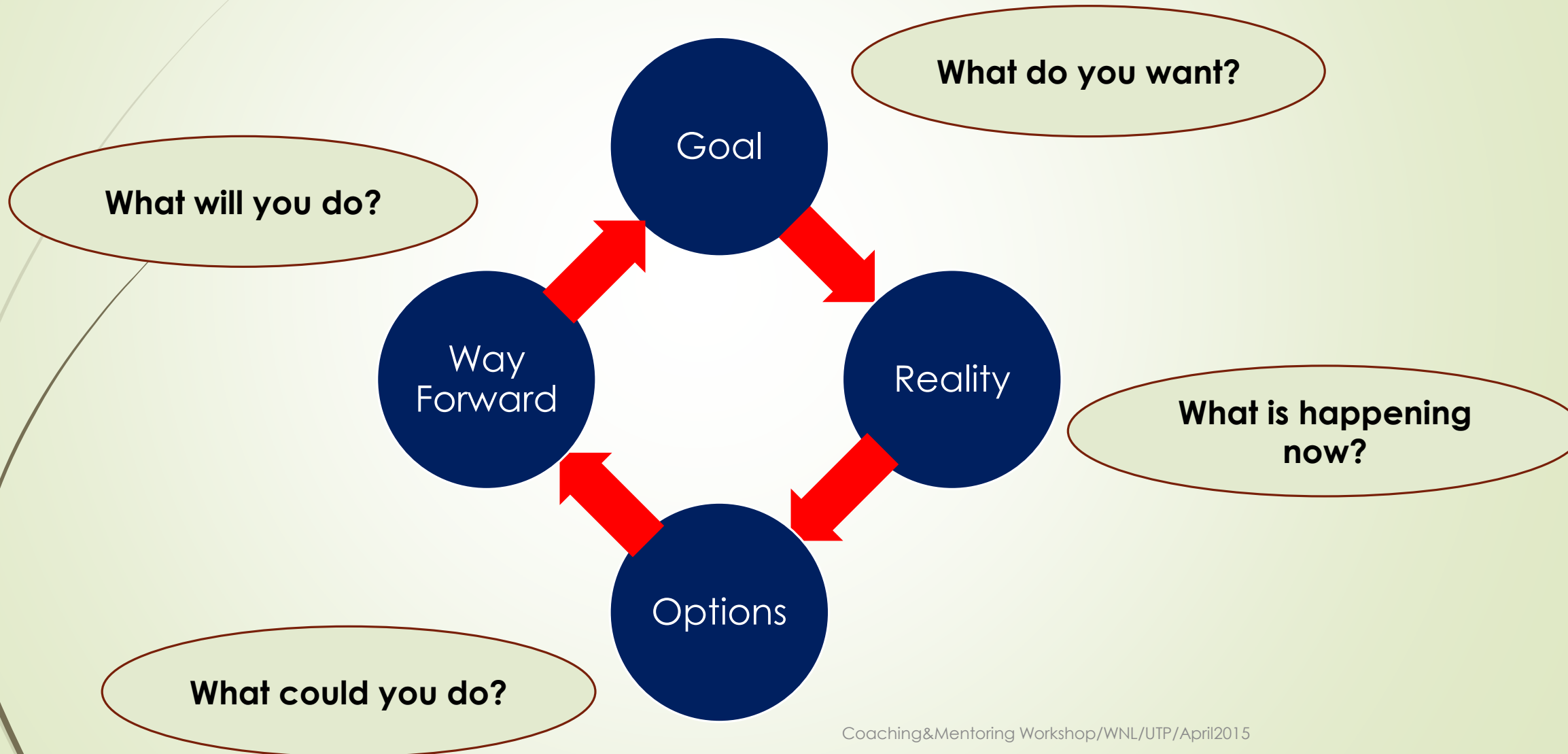
Self-belief, Responsibility & ownership

- What you believe about yourself defines who you are.
 - *Updating your belief system is how you learn and requires paradigm-shifting*
- Taking responsibility for all your actions **empowers** you, **strengthens** your autonomy, and lets you **consciously create your future.**

GROW model

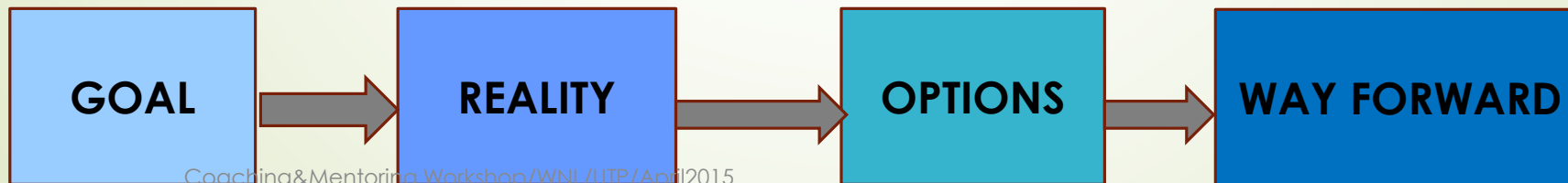
- The GROW process is a technique for problem solving or goal setting.
- Developed in the U.K and was used extensively in the corporate coaching since the 1990s.
- Significant contributions from Graham Alexander, Alan Fine and Sir John Whitmore.

Stages of GROW



How to coach?

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GROW process

GOAL

What is
your
goal?

• What do you want to achieve?

• What will be different when you achieve it?

• What's important about this for you?

REALITY

What's
happening
now?

What's
working well
for you at
the
moment?

What have you
done so far to
improve
things?

OPTIONS

What could you do?

What do you think you should do first?

What books should you be reading to help you achieve your goals?

WAY FORWARD

- What will you do?

- When will you do it?

- What will it take to turn that 5 into a 9 (on a scale of 1 to 10)?

Coaching Tips

- Awareness/mindfulness
- Start with beginners mind
- Its ok to not know
- Listen for pin drop
- Be comfortable with silence
- Follow your intuition
- It's the client/coachee agenda - Always



Listening Skills -Active Listening

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This is important, it is not just listening to what is being said, It also means listening to what is not being said.

How do you listen to what is not being said?

- Asking insightful questions about what you notice might be going on for them.
- Four levels of listening skills:
 - Attentive listening – giving someone full attention.
 - Accurate listening – understanding the issue at hand fully.
 - Emphatic listening – showing appreciation of the other person's feelings on the issue at hand. Putting yourself in their shoes. But not attached to the emotion.
 - Generative listening – fully understanding the issue at hand, which allows you to ask enlightening and insightful questions.

Questioning Skills- Powerful Questioning

Powerful questions should be able to achieve the following:

- Ask questions that reflect active listening and an understanding of coachee's perspective.
- Ask questions that evoke discovery, insight, commitment or action.
- Ask open-ended questions that create greater clarity, possibility, exploratory or creative learning.
- Ask questions that move the coachee toward what they desire, not questions that ask for them to justify or dwell in the past-(Difference between coaching-mentoring-counselling).

Over time you will develop a set of great coaching questions that work for you. Some examples :

- What would be a crazy/ radical/ brave thing to do?
- If you could wave a magic wand, what would be happening differently?
- What's stopping you?
- What's really going on for you?
- What else? (ask this several times over, you'll always get more ideas)
- Is there anything you believe about yourself that might be holding you back?
- What have you learnt/ are you learning about yourself through this process?
- What's the best/ worst thing that could happen?
- From the scale of 0 to 10, where are you now?
- More questionsGo with your own flow!!!.

Coaching Skills: Building Rapport

This is the gateway to **TRUST**.

Presence & Rapport

- The coaching process will not work unless you create a good rapport from the beginning, and it should be maintained throughout the coaching relationship.
- Rapport is what allows coachees to feel relaxed with their coach and open up – so that personal barriers and fears can be identified.
- The use of body language, the use of voice and language and the importance of being warm and personable.
- Eye contact
- Smiles
- Mirroring – gently match & mirror their body language
- Voice intonation-musicality
- Just like dating!

Coaching Skills: Empathising

- Empathy can be defined as our ability to put ourselves in others' shoes and appreciate how they are likely to be feeling or thinking in a given situation. What might it feel like to be them?
- Daniel Goleman who coined the concept of Emotional Intelligence stated that 'empathy is the most important people skill'. He says that empathy is an important communication skill, but it can be easily forgotten because we focus on what should be *done* in a situation, rather than on how the other person *feels*.
- The effect of empathy is to help you to understand the other person's needs and to show an understanding of their views and feelings. This is really important when creating trust and rapport in the coaching relationship.
- It's also worth remembering that empathy is different from sympathy. When we empathise we become one with that person's distress. You put yourself in their shoes and imagine what they are going through. You don't necessarily share their feelings, however, but you understand it from their perspective. In contrast, sympathy is feeling compassion or sorrow for the hardships that another person is experiencing.

Coaching Skills: Summarising and Reflecting

- The advanced listening skills of summarizing and reflecting help you guide your coachee to allow them to make sense of what they are grappling with.
- **Summarizing** means repeating what the coachee has said, taking the main points of the received message and reiterating them. Done in a logical and clear way, it gives the coachee a chance to correct something if necessary. Summarising is useful as it keeps the coachee focussed on the issue and their thinking progress so far.
- Reflecting means closely repeating or **paraphrasing** what the coachee has said to show comprehension. Reflection is a powerful skill that can reinforce the thoughts of the coachee. It allows the coachee to step back and look at an issue objectively.

Coaching Skills: Unlocking Limiting Beliefs

- Our beliefs have a major impact on our behaviours.
- Some beliefs can help us become successful; others can hold us back, these are known as 'limiting beliefs'. Limiting beliefs can get people stuck.
- Helping your coachee identify and challenge underlying limiting beliefs can, consequently, be one of the most powerful parts of the coaching process and can be an enlightening and even emotional process for the coachee.
- The role of a coach is to get people to question their inner(limiting) beliefs. In order for a coach to do this, there has to be a foundation of TRUST & RAPPORT.
- Re-Alignment process.

Coaching Skills: Staying Focused

- It's really important as a coach to make sure that the coaching session stays on track and does not degenerate into a general discussion or chat. It's also important to ensure the coachee doesn't digress too much or get caught up in too much detail.
- Staying focused can involve summarizing and guiding the flow of the conversation back to a framework such as the GROW Model.
- Steer from time to time to pull things back on track.

Coaching Skills: Being Non-judgemental and Open-Minded

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- This is a **critical skill** which is the foundation of good coaching. As a coach, it's simple: we don't get to judge another human being.
- Being a great coach is about being curious and having an open and inquisitive mind. This will allow you to focus on doing the best for your coachee by reflecting, providing feedback and asking great questions.
- Being open-minded means understanding of different points of view.



Conversation

Conversation 1:

Individual: 'I've got a problem'

Manager Response 1: 'Yes and what are you going to do about it?'

Now let's look at a different approach:

Conversation 2:

Individual: 'I've got a problem'

Manager Response 2: 'What have you tried so far?'

Thank You