

Stop Managing. Start Coaching!

Secrets of a Rock Star Coach

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meda Better people.
Better outcomes.

Margaret Uhrich, MS, ACC, ELI-MP

MEA's Managing Director,
Talent Development & Coaching

ACC Certified Coach

Board Member, International Coaching Federation,
Philadelphia Chapter

Member of ICF & PSPS

Business Owner

Say hello!





According to a recent LinkedIn report, learning how to coach others is the most important leadership priority for organizations today.



A person in a wetsuit is shown from the waist down, holding a large, colorful parachute. The parachute has sections of yellow, green, blue, and pink. The person is positioned on the right side of the frame, and the background is a clear blue sky. The overall image has a blue tint.

**Rapid & disruptive
change are
now the norm.**

What's
needed
today.....

**Support & guidance
rather than instruction**

**Emphasis on resilience &
adaptability**

Innovation

Commitment

What's our Opportunity?



Some Good Questions!

How do you turn this challenge into an opportunity?

What's your opportunity for learning and growth?

What's the opportunity here?

Managing & Coaching:
Two distinct approaches
to leading and guiding
individuals or teams in a
work environment.



A photograph of two women sitting at a round white table in a bright, modern office setting. The woman on the left is smiling and looking towards the woman on the right. The woman on the right is looking back at her with her hands clasped. Large windows in the background show a cityscape. The text is overlaid on the left side of the image.

Principles of the Coaching

- Powerful Questions (open-ended)
- Active Listening
- Feedback/Feedforward



Active Listening

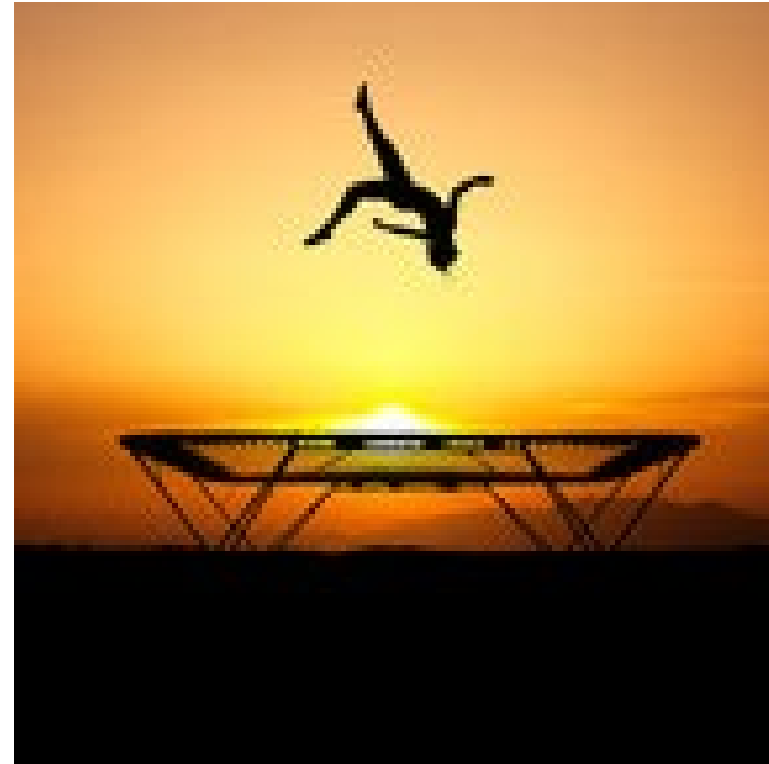
Active listening is when you not only hear what someone is saying, but also attune to their thoughts and feelings.

It turns a conversation into an active, non-competitive, two-way interaction.

Active Listening Metaphor

Rather than a sponge merely absorbing information. Instead, think of yourself more like a trampoline that gives the speaker's thoughts energy, acceleration, height, and amplification.

HBR Article: What is Active Listening by Amy Gallo



Benefits of Feedback/Feedforward

- Continuous Improvement
- Clarity and Direction
- Motivation & Engagement
- Skill Development
- Goal Alignment
- Positive Atmosphere
- Problem Solving
- Enhanced Self-Awareness
- Talent Retention

Coach Approach Summed Up....

Be Curious
Ask Questions
Listen

A Coaching Approach...

- Creates a culture of continuous learning & improvement
- Encourages collaboration
- Nurtures talent
- Boosts individual & collective performance
- Creates a more resilient & agile workforce





When?

- 1:1's
- Goal Setting
- Performance Development
- Performance Improvement
- Conflict Resolution
- Career Development
- Planned or impromptu meetings/conversations



Informal
Opportunities

Formal
Opportunities

Let's explore Informal Coaching!

- Break into 2 groups at your table.
- Select a scribe & spokesperson in each group.
- Brainstorm as many **“typical questions”** you get asked throughout the day by your direct reports.
- Select your top 2!



“Go to” Questions

- Tell me more?
- What do you want?
- How can I help?
- What thoughts do you have?
- What possible solutions can you think of?
- What’s the real challenge here?
- What has worked in the past?
- If you knew the answer, what would it be?
- If you had a magic wand, what would you do?



Formal Opportunities



1:1's



Goal Setting



Performance
Development



Performance
Improvement



Conflict
Resolution



Career
Development



The GROW Model

Goal – what they want to achieve

Reality Check – determine objective starting point

Options – thinking creatively to develop several potential options

Will – preferred solution becomes concrete action step with buy-in



Creating a New Habit!

- Acknowledge
- Set a Goal
- Enlist help
- Track progress
- Be patient & kind
- Celebrate success



Questions

Thank you!

Margaret Uhrich

muhrich@meainfo.org



Coachingtodayleaders



<https://www.linkedin.com/in/margaretuhrich/>