

# COACHING FOR CONNECTION AND SUCCESS

Courage, Connection, Communication,  
Connecting the dots



## Your Coach Today...

20 Years: Nonprofit/ Community Development  
20 Years: Facilitation  
16 Years: National Service Leadership  
10: Years Coaching  
A few: credentials & awards  
0: Years knowing it all



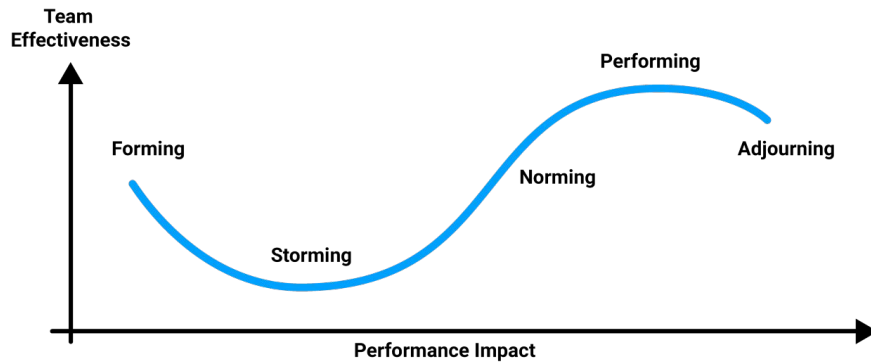
Director, Think For Good & The Service Nerd

## A Framework for Mindful Learning & Thinking

- Why is the info/ idea important to me, my audience, my work?
- Why must I use this?
- When will I use this
- What could I benefit from learning this?
- How can I apply this knowledge today?
- If I were to share what you have learned, what new perspectives would I include?

Just Be.

## Stages of Group Development



Everyone Deserves a Great Leader

Leaders  
We Love

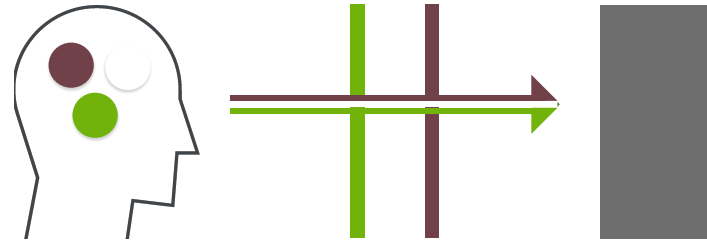
- Present
- Introspective
- Empathic
- Courageous
- Vulnerable
- Authentic

We live, lead and  
experience life  
from within.

## Our Lens, Our Filter, Our World

- Values
- Gender
- Age
- Culture
- Beliefs/judgments
- Prejudices
- Inhibitions
- Emotions
- Education

## The lens, The filter...



Good Habits & Bad Rapport  
Bad Habits & Good Rapport  
Good Habits & Good Rapport

## CULTURE...

The Environment to Thrive

- Safety
- Choice
- Empowerment
- Collaboration
- Trust

## GOAL-Oriented

Get It Done

- Initiating/ defining a problem
- Seeking and providing information
- Clarifying
- Encouraging
- Summarizing
- Testing agreements

## RELATIONSHIP -Oriented

Creates and Maintains  
Connection

- Encouragement
- Listen to understand
- Synthesizing
- Compromising
- Fairness
- Standard setting/ Modeling

THE RELATIONSHIP  
MATTERS



Trust, Values, Beliefs &  
Emotions Drive Our  
Behaviors. Our Behaviors  
Drive Results.

## The Knowing... Builds Trust

- ❑ Who are they?
- ❑ Who do they want to become?
- ❑ What do they want to do?
- ❑ How do they want to do it?

## The Knowing... Builds Trust

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What is day their day-to-day behaviors? Style, Gait, Demeanor?

What do they believe about themselves, others and the world?

What are their abilities and aptitudes?

What does that person value?



## Getting Past Stuck

### The barriers?

- Past experiences
- Stuck in the “how” loop
- Fear-weighted
- Convoluting priorities
- Overloaded/ Overwhelmed
- Disinterested
- Lack of resources
- Lack of self awareness
- Values conflict
- Lack of understanding

“What is that you really want to accomplish?”

## Set goals aligned with your outcomes

Framing questions:

**S:** (The What) What will you do? What do you want to accomplish?

**R:** (The Why) Why is it important to you/us? (*/value/Priorities Connection*)

**A:** (The Process) What are the executable steps?

**M:** (The Indicators) How will you know when the goal is reached?

**T:** (The Time) When will it happen?S: Specific

**O:** Obstacles

**R:** Realistic/ Relevant/ Reason

**V:** Value & Benefits

**A:** Achievable

**M:** Measurable

**C:** Competency

"Questions are the creative acts of intelligence."

## Coaching in Leadership

## Listen Closely

So Many Barriers

- Distractions
- Response Rehearsal
- Fact Finding
- Problem Solving
- Language
- Judgements/ Bias/ Imposing Opinions

# 4 T's

Truth, Time, Technique, Tone ...

## The Right Timing

- Is the location conducive?
- Do we have the enough time to address?
- Do I have enough information?
- Am I aware of my biases, thoughts, assumptions?

## The Right Tone

- What is the my current tone of voice? (38%)
- Check in on the body language. (55%)
- How is our relationship?
- Check in on our environment.
- Where am I mentally, emotionally?

## The Right Truth

- Is it accurate?
- “Listen first to understand....”

## Chunking

### Chunking Up.

- For what purpose?
- What does achieving this outcome give you?
- What is important to you about...?
- What is that a part of?
- What is an example of...?

### Chunking Down.

- What is an example of that?
- What is a component of that?
- Who/where/what specifically?
- What is an example of this?
- How are they stopping you specifically?

## Capturing their motivation

- "Tell me what you really want out of life more than anything else..."

***Your goal should be to make the person comfortable enough to answer you in terms of how she feels, rather than how she thinks.***

***Once he/she begins to explain her feelings, follow up with these questions:***

- What exactly do you mean by that?
- What does that look like?
- Why do you feel that way?
- Tell me more about that.
- Why is that important to you?
- What does having that mean to you?

## Initiate, AWE, Focus

1. **"What's on your mind?"**
2. **"And what else? (AWE)"**
3. **"What's the real challenge here for you?"**

## Focus!

- **One Word:** What are you challenged by in one word?
- **One Sentence:** How is the problem impacting you?
- **One Paragraph:** What do you want the outcome to be?



## Assessing a Thought, Goal or Challenge

- What do you think about...?
- What do you think is the best solution? (If they respond, “I don’t know”, ask, “If you did know, what would you think is the best solution?”)
- What does it look like to you?
- What do you feel about it at this moment?
- What other solutions do you have to make it happen?

## Increasing Clarity on a Challenge or Goal

- What do you mean when you say or do....?
- Can you explain to me what does it feel like?
- What is confusing to you about it?
- Please, can you tell me more about it?
- What do you really want to see happen?

## Promote to action

- What is your first action step toward this goal, situation, or challenge?
- What would be your next step?
- When will you take the first action step?
- Is this the best time to take action? What is the best action to take?

## To Motivate To Expand or Elaborate

- Will you expand and elaborate on that with me?
- Can you tell me more about it?
- What else comes to your mind?
- Are there any more that comes to you?
- If you had to come up with three other ideas about it, what would they be?

## The Right Technique

- Owning it
- Never? Always? or Frequently? Occasionally?
- Avoid “Have you consider...?” or “Have you thought about...?”
- Summarizing
- Mirror
- Notes and Agendas

## Use Power Life Questions

- Open-ended
- Lessens evasion and helps to eliminate confusion
- Move them to action

## Just a few final tips...

- Become a noticer
- Write it down
- Enable grace\*
- Model your signature/ ideas/ expectations
- Continue the conversation online
- Post a reflection
- Practice makes...



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#misfits