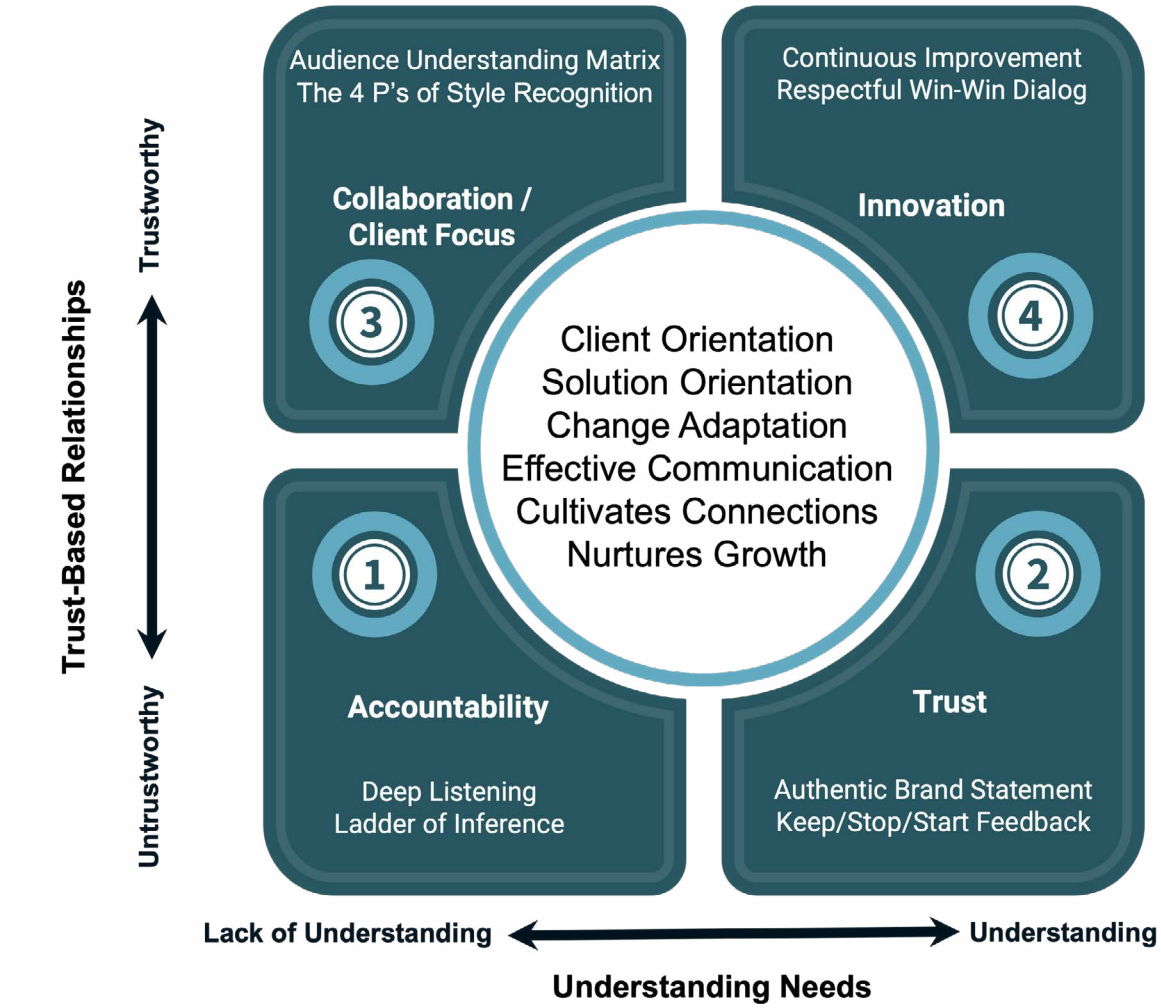
Coaching Culture Workshop

Creating a Coaching Culture Program



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WHY DEEP LISTENING?

- Better understand the current state
- Feel deeply heard
- Identify the root cause

DEEP LISTENING TOOL



THINKING

Listens for what the coachee may be “Thinking” about their situation.



WILLING/NOT WILLING

Listens for what the coachee may be “Willing” or “Not Willing”to do regarding their situation.



FEELING

Listens for what the coachee may be “Feeling” about their situation.



STEPS

Step 1: Coach focuses and takes notes. May ask inquiry questions

Step 2: Coach shares their insights and coachee takes notes and shares their key takeaways

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DEEP LISTENING EXAMPLES

COACHEE SAYS...

"The best way to handle the rapid deployment of a new marketing campaign program is to empower the business to make real-time decisions on the forthcoming collateral, but since some leaders prefer outdated mediums, we should just start incorporating new mediums and hope things align. We'll probably manage to thrill and satisfy as many business partners with this approach anyway."

Thinking…

- The task is too difficult and not worth the effort anyway
- Another "less-than-ideal" approach is almost as good.

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Feeling…

- Frustration and hopelessness regarding a perceived lack of control/influence with respect to the supply chain organization
- Lack of confidence regarding ability to affect significant change

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Willing/Unwilling…

- Unwillingness to take on a task that promises to be difficult or challenging

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INQUIRY MATRIX TOOL

(1) Objective Questions	(2) Reflective Questions
■ *What happened?* ■ *What did you do?* ■ *Tell us more about that?* ■ *Who were the key people involved?* ■ *What else was happening?* ■ *How can I best help you today?*	■ *What does the challenge mean to you.?* ■ *It sounds like what you' re saying is . .?* ■ *What did you hope to achieve?* ■ *Would it make any difference if it were a different time, person, place?* ■ *How would you like to respond?* ■ *What could you do differently?*
(3) Interpretive Questions	**(4) Decisional Questions**
■ *What have you learned so far?* ■ *What do you think is going on?* ■ *What were the implications?* ■ *What prompted you to . . .?* ■ *It sounds as if you are feeling . . . .* ■ *How do you react to that?* ■ *What might happen if you . . .?* ■ *How would you know if . . .?*	■ *What will you do next?* ■ *What' s stopping you from . . .?* ■ *How can you . . .?* ■ *Do you think that . . .?* ■ *What can you do to make the problem different?* ■ *Would . . . be of any use??* ■ *How would you like to respond?*

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