


SEYFARTH SHAW



**IAHA Mentoring/  
Coaching Workshop**

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“Coaching is unlocking people’s potential to maximize their own performance”  
(Whitmore, 2011)

“An interactive process to help improve others’ ability to set goals, take action, make better decisions, and make full use of their natural strengths”  
(International Coach Federation)

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**Establish the Coaching Relationship**

- Presence & purpose
- Behavior & results
- Performance & potential
- Readiness
- Roles & responsibilities

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### Plan & Hold the First Meeting

- Discuss objectives
- Set action plan: smart goals
- Perception versus intention
- Coachable results

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### Leverage Ongoing Meetings

- Tracking progress, action plan
- Barriers & excuses
- Winning strategies
- Graceful out

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### Support & Celebrate Goal Achievement

- Self-assessment questions
- Action analysis

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**Strengthen Conversations & Language**

- Listening
- Powerful Questions
- Advocacy

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**Focused Listening**

The listener focuses on the speaker.

The listener uses reflecting, paraphrasing, acknowledging, context, etc.

The listener is “in the moment.”

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**Current Situation**

**Inquiry**

- How do you see the current situation?
- What have you done to manage the situation?
- How is the current situation working for you?

**Advocacy**

- Here is the current situation as I see it.
- Let’s talk about the control you have over the situation.
- It seems like this is what you’ve done so far.
- Let’s look at what needs to happen.

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## Objectives

**Inquiry**

- What are we trying to accomplish?
- What do you need to do to make a solution workable for you?
- What's your overall objective?
- What criteria does the overall goal have to meet?

**Advocacy**

- Here are the objectives I believe we need to address at this meeting.
- Let me review the criteria that our overall objective needs to satisfy.

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## Dialogue: The Heart of Coaching

Discussion	Dialogue
A form of verbal communication based on justifying, defending assumptions, persuading, selling, and telling.	A form of verbal communication based on inquiring into assumptions, learning through inquiry and disclosure, and creating shared meanings.

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## Inquiry

Inquiry involves the asking of questions to discover the reasoning behind what was done or said, before assuming.

- "How did you come to that conclusion?"
- "What information did you consider when you came to that conclusion?"
- "Help me understand your thinking here..."

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## Advocacy

Advocacy works hand-in-hand with inquiry. The purpose of advocacy is to share your thoughts and make suggestions by explaining the reasoning behind them. Once you offer your ideas with reasoning, you then ask for input in order to test your reasoning and foster inclusion and partnership.

- "I came to this conclusion because you told me you didn't want to work on class action case. Have you now expanded your goals so that you might consider this option?"
- I'm making this assumption based on the fact that you want to do more trial work. Will this opportunity allow that to happen, or is something else going on here?"

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## Tracking Progress

- Creating a clear action plan – Goals & Accomplishments
- Focusing on outcome measures – being able to state the value proposition clearly
- Appropriately planning and then executing
- Review & Celebrate Results

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## Role Play

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**Questions**

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