

A Strengths-Based Coaching Approach to Increased Potential, Engagement & WellBEING

BEING Coach-like, Creating Belonging, Offering Acknowledgements

EXPLORE
HEALTHCARE SUMMIT

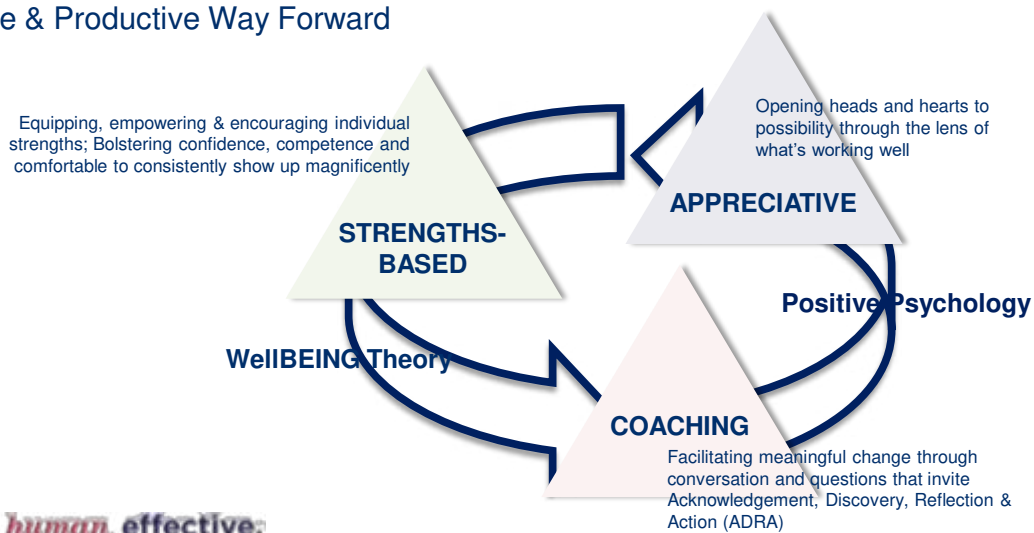
Learning Outcomes

- Introduce a Strengths-Based, Appreciative, Coaching Approach
 - Increasing Potential, Engagement and WellBEING
- Invite Coach-like ways of BEING;
 - Feeding Forward, Listening, and Questioning
- Create Belonging
 - Cultivating Psychological Safety
- Offer Acknowledgments
 - Leveraging Strengths; Elevating Confidence & Competence



A Strengths-Based, Appreciative, Coaching Approach

A Positive & Productive Way Forward



personal, human, effective:

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Coaching Is ... and Isn't

“Coaching is the art of creating an environment, through conversation and a way of being, that facilitate the process by which a person can move toward desired results in a fulfilling manner”

– Tim Gallwey

- **Coaching is –**

- Facilitating change between the current state and the desired state
- Scientific, evidence-based process
- Two-way dialogue – Uncovers insights, strengths, perspectives and capabilities
 - Deep listening
 - Effective questioning
 - Offering Acknowledgments

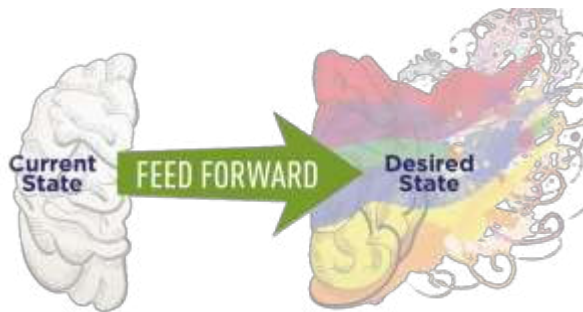
- **Coaching isn't –**

- Giving feedback, teaching or telling
- Consulting, counseling, training or mentoring
- One-way directives
- Where you are the 'expert'

BE Coach-like; Feed Forward

Feed Individuals With Fuel to Catapult Them Forward

Embody the Triple A's



Adopt a Coaching Mindset

- Each individual is creative, resourceful & capable to DO and BE their best
- Watch for conditions, assumptions & judgments

Acknowledge their Best

- Bolstering their confidence & competence
- Move past the 'above & beyond'

Ask Questions

- BE Curious
- Invite 'wonder' into your

BEING Coach-like; Listen Deeply

Attune to Thinking, Feeling and Wanting

Listen FOR

- ... what is being said
- ... what isn't being said
- ... what the individual is choosing
- ... meaning behind the story
- ... vision, values & purpose
- ... what makes them come alive
- ... what makes them withdraw
- ... fear
- ... backtracking
- ... progress toward the goal



BEING Coach-like; Effective Questioning



Effective Questions

Asked for the benefit of the individual
Are open or focused, depending on the context

Support learning

Engage a personal response

Look beyond problems to future outcomes

Facilitate openness versus defensiveness

Less is more

Silence is a form of questioning

BE Coach-like; Mindsets & Practices



Adopt a Curious and Learners Mindset

- Invite wonder & 'not knowing' into your interactions

Adopt a Coaching Mindset

- Each individual is creative, resourceful and capable to DO and BE their best



Practice Feeding Forward

- Embody the Triple A's – Adopt, Acknowledge, Ask

Practice Asking Effective Questions

- Ask questions that invite discovery, awareness & action

Create Belonging; Cultivate Psychological Safety

“A belief that one will not be punished or humiliated for speaking up with ideas, questions, concerns or mistakes, and the team is safe for interpersonal risk taking”

- Amy Edmundson

How Psychologically Safe is Your Environment?

1. If you make a mistake on this team, it is not held against you.
2. Members of this team are able to bring up problems and tough issues.
3. People on this team sometimes accept others for being different.
4. It is safe to take a risk on this team.
5. It isn't difficult to ask other members of this team for help.
6. No one on this team would deliberately act in a way that undermines my efforts.
7. Working with members of this team, my unique skills and talents are valued and utilized.

Source: The Fearless Organization - <https://fearlessorganization.com>

(Re) Frame Progress thru the Lens of Learning

“Psychological safety helps us to do and say things that allow us to learn and make progress”

- Amy Edmondson



Performance Frame



Learning Frame

Open Connection thru Psychological Safety

Psychological Safety – Where individuals feel safe to fully be themselves, and to share openly and authentically without fear of judgment, ridicule, embarrassment or consequences

Set the Stage

- Frame the Work
 - Set expectations about failure, uncertainty, and interdependence to clarify the need for voice
- Emphasize Purpose
 - Identify what's at stake, why it matters, and for whom

Invite Participation

- Demonstrate Situational Humility
 - Acknowledge gaps
- Practice Inquiry
 - Ask good questions
 - Model intense listening
- Set up Structures and Processes
 - Create forums for input
 - Provide guidelines for discussion

Respond Productively

- Express Appreciation
 - Listen
 - Acknowledge and thank
- Destigmatize Failure
 - Look forward
 - Offer help
 - Discuss, consider, and brainstorm next steps
- Sanction Clear Violations

Cultivate a Learning Environment

Go Under the Table

- Ask the question that brings depth & understanding to the topic
- Where you think you know what is meant – ask for clarifying details
 - What do you mean by that
 - I like where you are headed, can you help us to better understand the bigger picture
 - That's an interesting thought, what about this is compelling to you?
 - Can you tell me more?



Create Belonging

How You Show Up Matters

- Be curious
- Process information with wonder & understanding
- Embrace intellectual humility
- Listen with the intention to understand and include
- Trust yourself to Take the Time
- Invite everyone to play

Create Belonging; Mindsets & Practices



Adopt a Curious and Learners Mindset

- Invite wonder & 'not knowing' into your interactions

Adopt a Growth Mindset

- Learn from doing



Practice Intellectual Humility

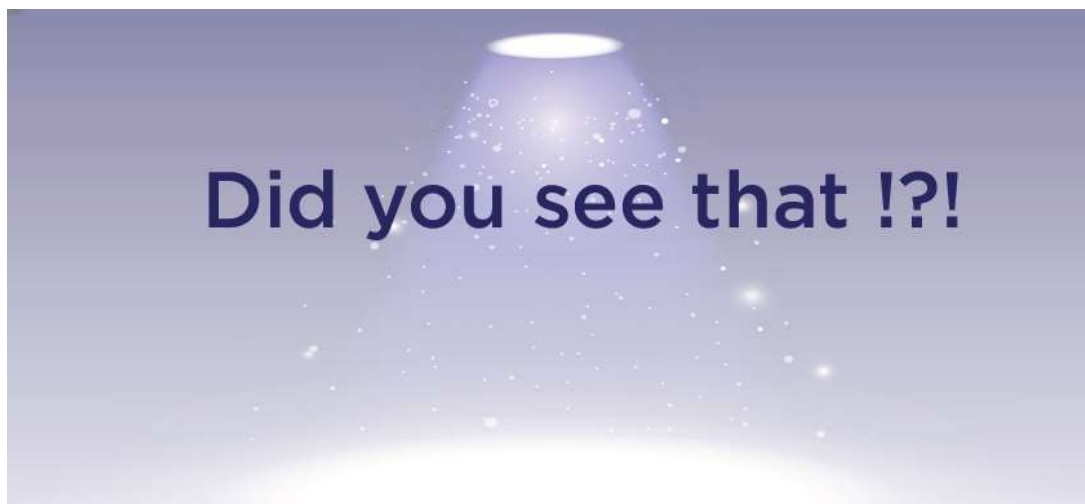
- Let go of 'needing to know' and to be known for knowing

Practice Going Under the Table

- Ask the question that brings depth & understanding

Offer Acknowledgements

Energize with the Possibility of a New Way



Cultivating Confidence, Competence & Consistency

Holding Up the Mirror

A Strengths-Based Framework to Facilitating Change



Source: Rogers, D. M. (2020), Leading hArtfully; The Art of Leading Through your Heart to Discover the Best in Others, Ignite Press, CA

Offer Acknowledgements; AAB + SCQ = RR

*Bring Clarity & Specificity to -
What They are DOING, Who they are BEING & What Happens*



See the Routine as Remarkable

Turn **'To-Do_s'** *into*
'Ta-Das'!

Offer Acknowledgements; Mindsets & Practices



Adopt a Magnificent Mindset

- Be intentional to uncover and magnify the essence of the individual

Adopt a Coaching Mindset

- Each individual is creative, resourceful and capable to DO and BE their best



Practice Searching for their Best

- Turn your observer on to discover the best in others

Practice Holding Up the Mirror

- Bring clarity and specificity to how they show up

Why Does This Matter; What Happens ?

- Enables, empowers and engages individuals to DO and BE their best
- Operationalizes the science of wellBEING and coaching into the day to day
- Fosters a community of support, encouragement, understanding and collaboration
- (Re)connects individuals to purpose & meaningfulness
- Cultivates a culture of uncovering the best
- Catalyzes a transformative change

Adopting a Strengths-Based, Appreciative Coaching Approach Positively Influences Potential, Engagement & WellBEING



Joy	Retention
Confidence, Competence & Consistency	Human Experience
Teamwork / Connection	Employee Engagement
Meaningfulness	WellBEING
Feeling Accomplished	Clinical Outcomes



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