

Coach for Changemakers Worksheet

Day two

1.COACHING SKILL

Basic coaching skills that will help you bringing out the best of your coachees. Balancing individual and team learning and implementing social change projects

1. **Building trust**
2. **Active listening**
3. **Powerful questioning**
4. **Inspiring**
5. **Constructive Feedback**

Building trust

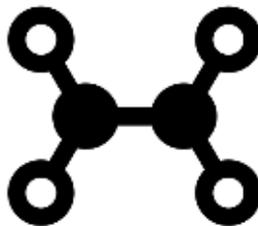
BUILDING TRUST

Be true to your word

Do what you say
Think before commit
Honor commitment
Learn to say no

Be honest

Be authentic self, true to your value/belief
Do what you believe is right
It's ok to disagree
Admit your mistakes



Show your feeling

People trust if you care
Open about your emotion
Practise EQ

Communicate effectively

Listen 70% ask 20% talk or teach 10%
Be clear
Make sure messages you intended to send are messages that received.

Build trust gradually

To be trust is also to trust others
Be consistency

The five levels of listening



There are essentially five levels of listening — pretending, selective, defensive, attentive and empathic. Let's unpack each of these to ensure we understand what each one looks like and feels like.

When someone **pretends** to listen, the person seems to be listening but you can tell he or she isn't. Technology seems to be adding to the problem. Have you ever been in a conversation with a colleague, vendor or customer and you can just tell they're not listening? I'd encourage you to have the courage to ask if they want to reschedule the conversation or to take a moment since they seem so distracted.

Selective listening can be very selfish listening — it's a level of listening focused on someone's personal agenda. When a leader practices selective listening, it can come across as very controlling.

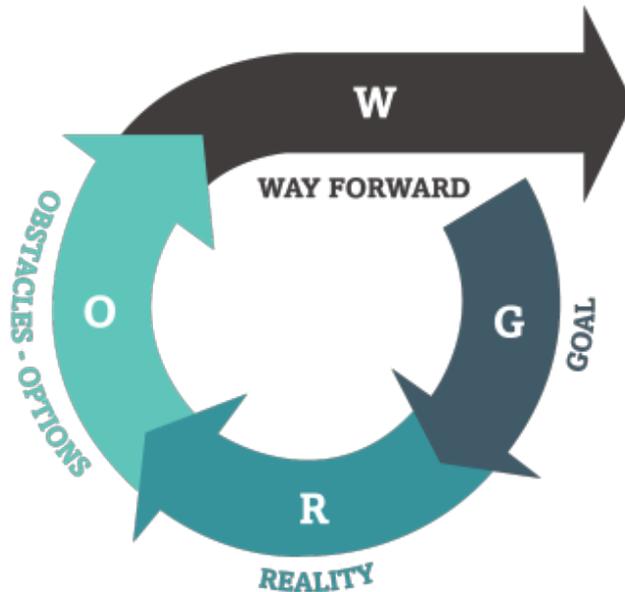
Defensive listening is very destructive. It's higher than selective listening because the listener is at least listening to the whole point but they're listening with the intent to deflect, deny or defend their position. The conversation can be very frustrating, because the speaker doesn't feel like the issue is being resolved and the listener doesn't seem to want to take any responsibility or help get to the root of the issue.

Attentive listening (sometimes referred to as 'active listening') should be our normal mode of operation as listeners. When attentively listening, we need to allow others to finish their sentences — if necessary, repeat back your understanding of the situation to the speaker. You can tell when someone is attentively listening — in person, you'll see it in their eye contact; they'll maybe lean-in; you'll see them nodding their heads and maybe making notes of what you've just said. Even over the phone, you can sense when someone is attentively listening.

Empathic listening is trying to stand in the shoes of the other person. Your goal is to recognize the way the person is feeling and, in so doing, you're helping friend, colleague or customer calm down. Empathic listening is not trying to fix, analyze or figure out the other person — you're not playing judge and jury as to who was right and who was wrong.

<https://signalscv.com/2018/04/five-levels-listening/>

Powerful questioning



The **Goal** is the end point, where the client wants to be. The goal has to be defined in such a way that it is very clear to the client when they have achieved it.

The current **Reality** is where the client is now. What are the issues, the challenges, how far are they away from their goal?

There will be **Obstacles** stopping the client getting from where they are now to where they want to go. If there were no Obstacles the client would already have reached their goal.

Once Obstacles have been identified, the client needs to find ways of dealing with them if they are to make progress. These are the **Options**.

The **Options** then need to be converted into action steps which will take the client to their goal. These are the Way Forward. The "W" of GROW can also include When and by Whom and the Will (or intention or commitment) to do it

https://en.wikipedia.org/wiki/GROW_model

EXAMPLE OF GROW MODEL QUESTION

GOAL

What do you want?
What is your aim for this discussion/session?
How would you like it to be?
What does that look like?
What will you be saying to yourself?
What will that enable you to do?
What will other people be saying to you?
What will you have that you don't have now?
Imagine 3 months from now, all obstacles are removed and you have achieved this:
What do you see/hear/feel?
What new elements are in place?
What is different?

REALITY

What is happening at the moment?
How important is this to you?
On a scale of 1-10, if an ideal situation is 10, what number are you at now?
What number would you like to be at?
How do you feel about this?
What impact is this having on you?
What's on your shoulders?
How does this impact other areas of your life?
What are you doing that takes you towards your goal?
What are you doing that is getting in the way of your goal?
How much ...?
How many ...?
Who else does it affect?

OPTIONS

What could you do?
What ideas do you have?
What alternatives do you have?
Is there anything else?
If there were anything else, what would it be?
What has worked in the past?
What steps could you take?
Who could help you with this?
Where could you find out the information?
How could you do that?

WILL or WAY FORWARD

What will you do?
How will you do that?
When will you do it?
Who will you talk to?
Where will you go?
Is there anything you need to put in place before that?
How committed are you to taking that action?
What will it take for you to commit to that?

<https://www.performanceconsultants.com/example-questions-for-the-grow-model>

2.COACHING TOOLS

Basic tools to support coach & coachee on our journeys

Session zero

1. GET TO KNOW worksheet

Name	Who are we?	Why we are here?	Skill/ interest	StrengthsFinder/ Myers-Briggs or Enneagram type	Life goal
Coachee 1					
Coachee 2					
Coachee 3					
Coach					

2. NEED ASSESSMENT worksheet

About your team

Team Background	How problem is defined	Vision and Goal of your project
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Project Stage

Inspiration	Problem Insight	Idea	Prototype	Scale
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Need or Offer

Resource (team, space, equipment, venue)	Knowledge/tool/ Technical consult	Connection/ others?
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Coaching agreement & plan

Coach Coachees
 agreed on/.....to work together to achieve /
 during..... Our plans are to meet on

	August	September	October	November	December	January	February	March	Note
1									
2									
3									
4									
5									
6									
7									
8									
9									
10									
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12									
13									
14									
15									
16									

On terms:

Coaching report & reflection

Date:	Time:	Place:	Coachees:
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Agenda:

Coach summary:

Reflection:
(what went right, wrong, ideas for improvement and learning)

Next step :

Need & offer :

Next session :