

Welcome Back to WUN Drive



Module Three: Impactful Conversations



Learning Objectives

Today we're going to cover:

- How to have impactful conversations using coaching
- What coaching is, and isn't
- The key principles of coaching
- Recognising when to coach
- Useful coaching tools
- Trying out coaching for yourself



First, Let's Check In with Each Other

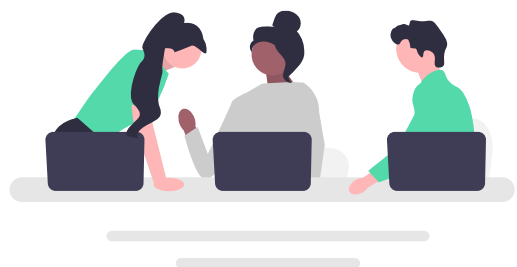
- In your pairs, discuss what you've been using from the first two modules (Management Foundations and Speaking Up).
- Share an update on how you're getting on with your own personal objectives for the programme.



Quick Poll

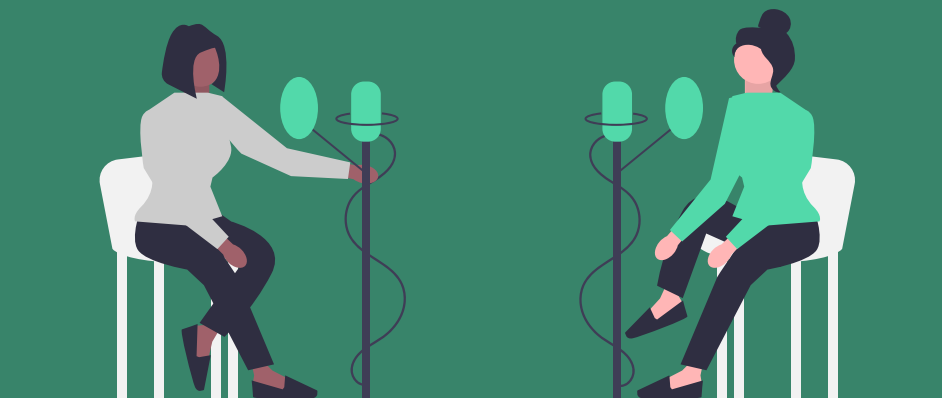
Who has experienced coaching before?

- Yes
- No
- Unsure



Activity

- In pairs, take it in turns to talk about something that is important to you about your work or role for 1 minute.
- The other person must stay quiet and must not interrupt.
- Swap and repeat.
- Consider what you've each learnt and noticed about one another.



What is Coaching?



Mentoring

Counselling

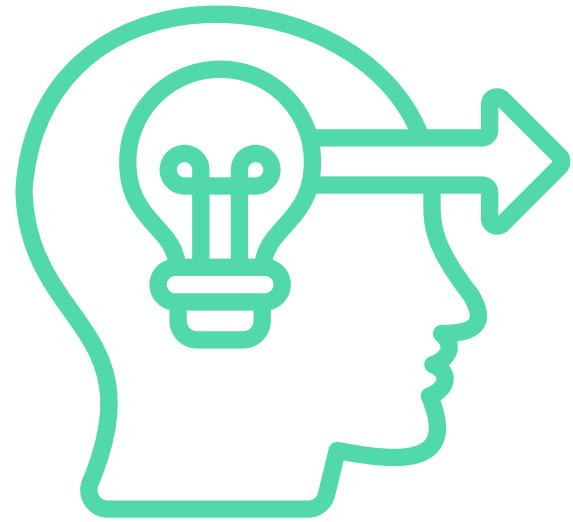
Consulting

“Coaching is unlocking a person’s potential to maximise their own performance. It is helping them to learn rather than teaching them...”

John Whitmore, Coaching for Performance, NB Publishing, 1992



What is Coaching?



Forward focused



Goal/Objective driven



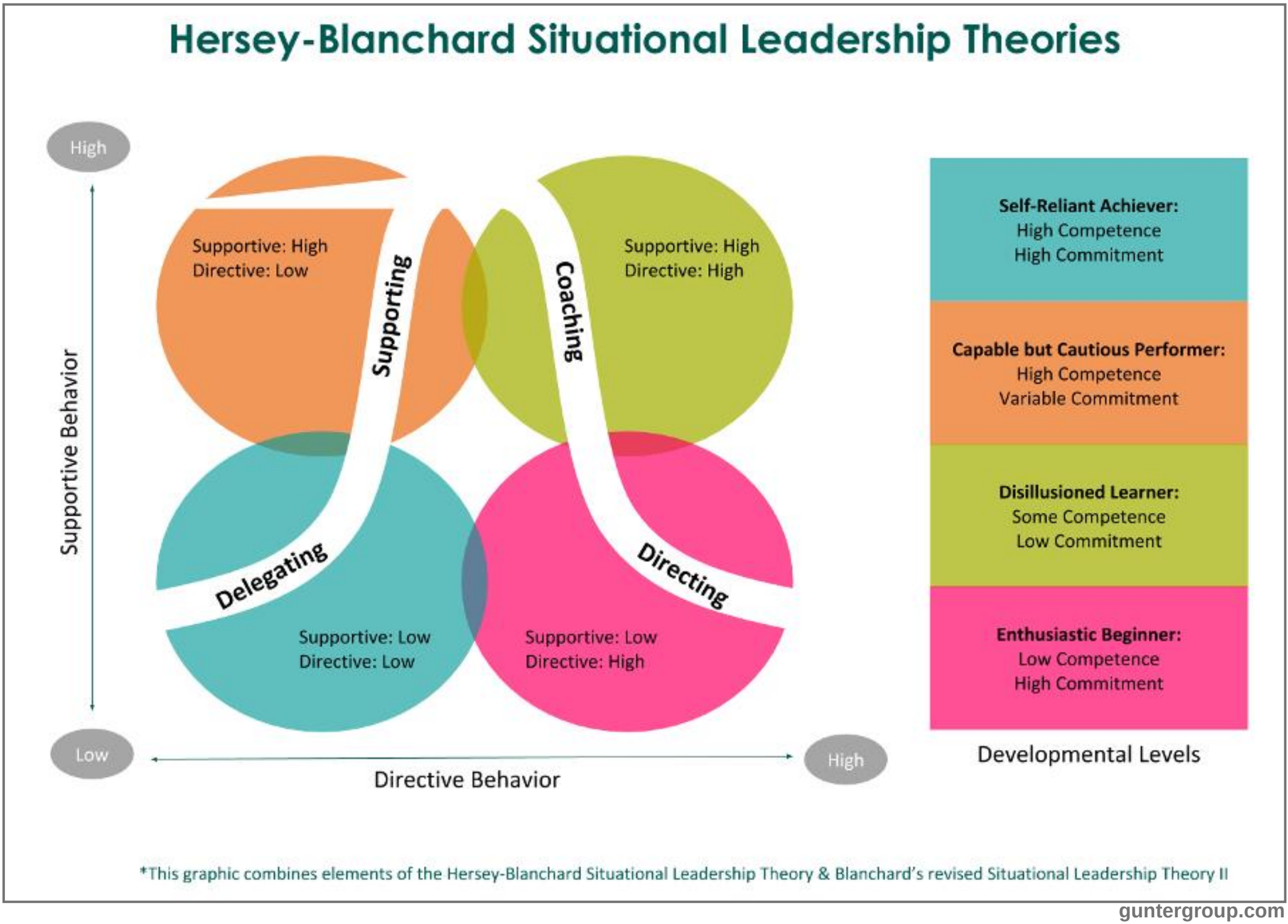
Ask, Don't Tell



Focused on the individual



When to Coach: Situational Leadership



Discussion

Q: What could get in the way of coaching someone at work?



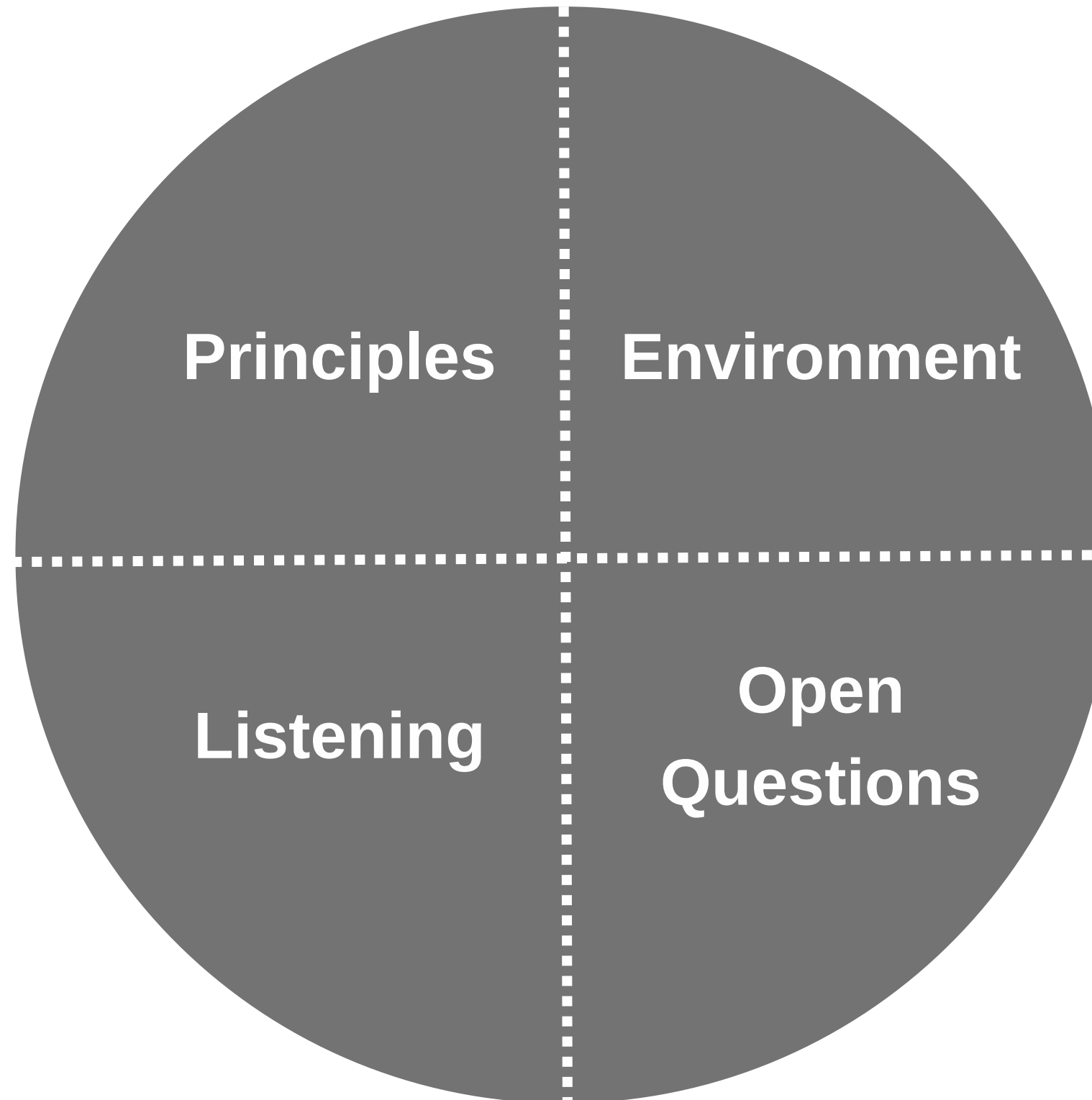
A top-down view of a wooden desk. On the left, a portion of a silver laptop is visible, showing the keyboard with keys like 'U', 'J', 'K', 'H', 'N', 'B', 'M', 'command', and 'option', and the trackpad. On the right, a white cup of dark coffee sits on a bright orange saucer. The text '5 Minute Comfort Break' is centered in white.

5 Minute Comfort Break

Effective Coaching

- Ask, don't tell
- Focus on solutions
- Performance and potential
- Grow awareness
- Increase personal responsibility
- Support self-reliance

- Have an open mind
- Be silent
- Listen to understand
- Be curious
- Share what you've heard



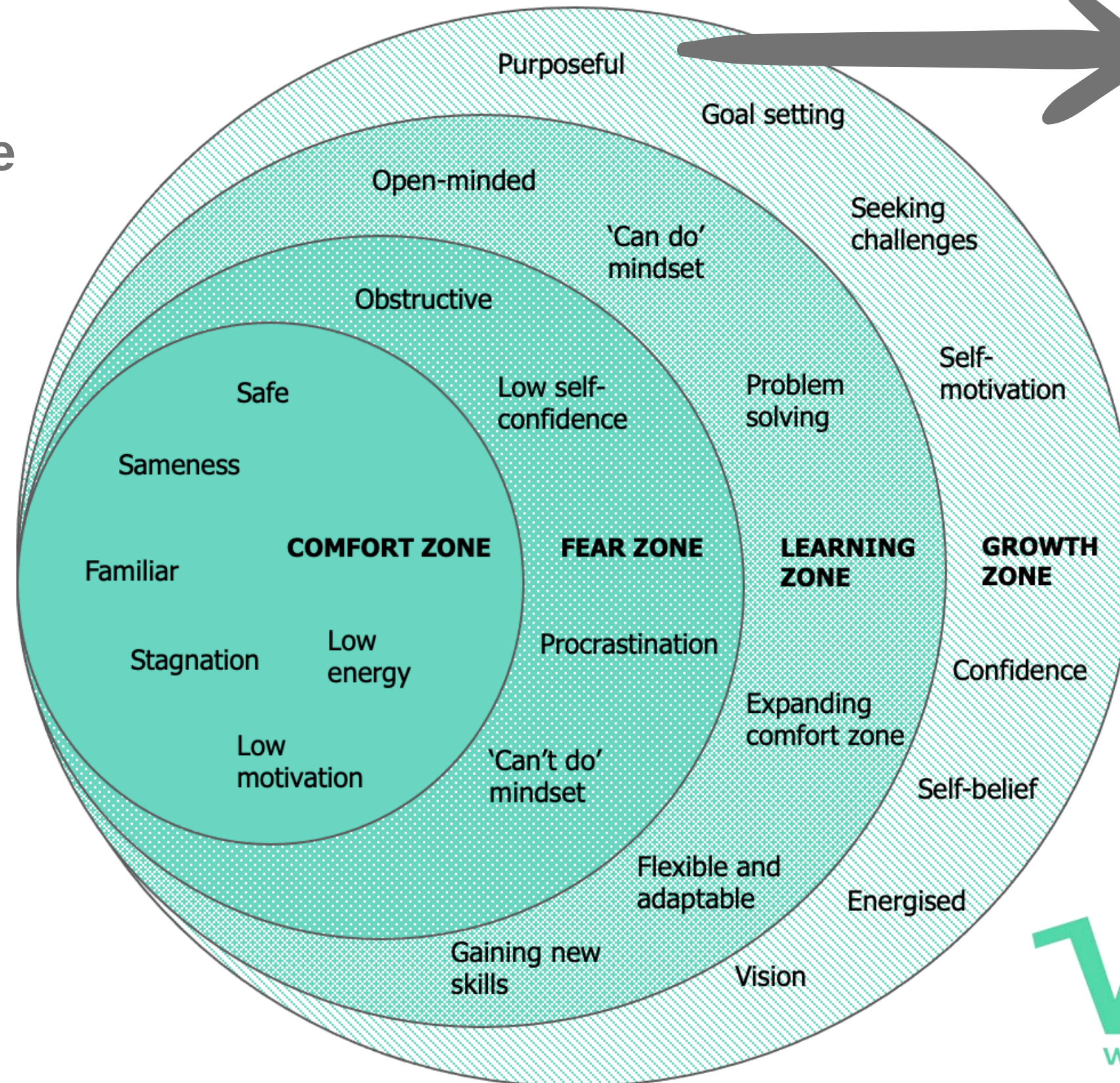
- Choose the right space
- Choose the right time
- Consider noise and distractions
- Be relaxed
- Be present

- What
- Where
- When
- How
- Who



Challenge to Aid Growth

- Move out of the comfort zone
- Test and challenge the fear zone
- Explore and experience the learning zone
- Achieve the growth zone



Our Human Tendencies



Relating

Judging

Fixing

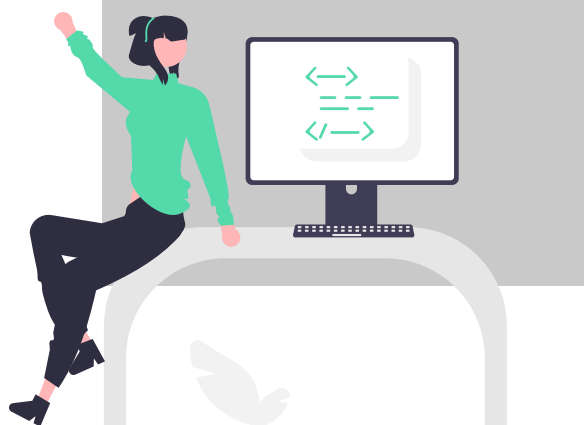
Comparing

Feeling sorry for

Taking responsibility

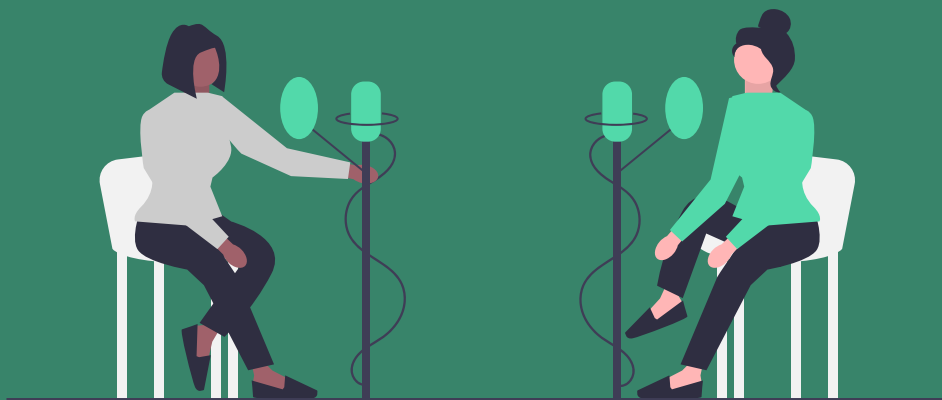
Offering ideas

Empathy vs. Sympathy

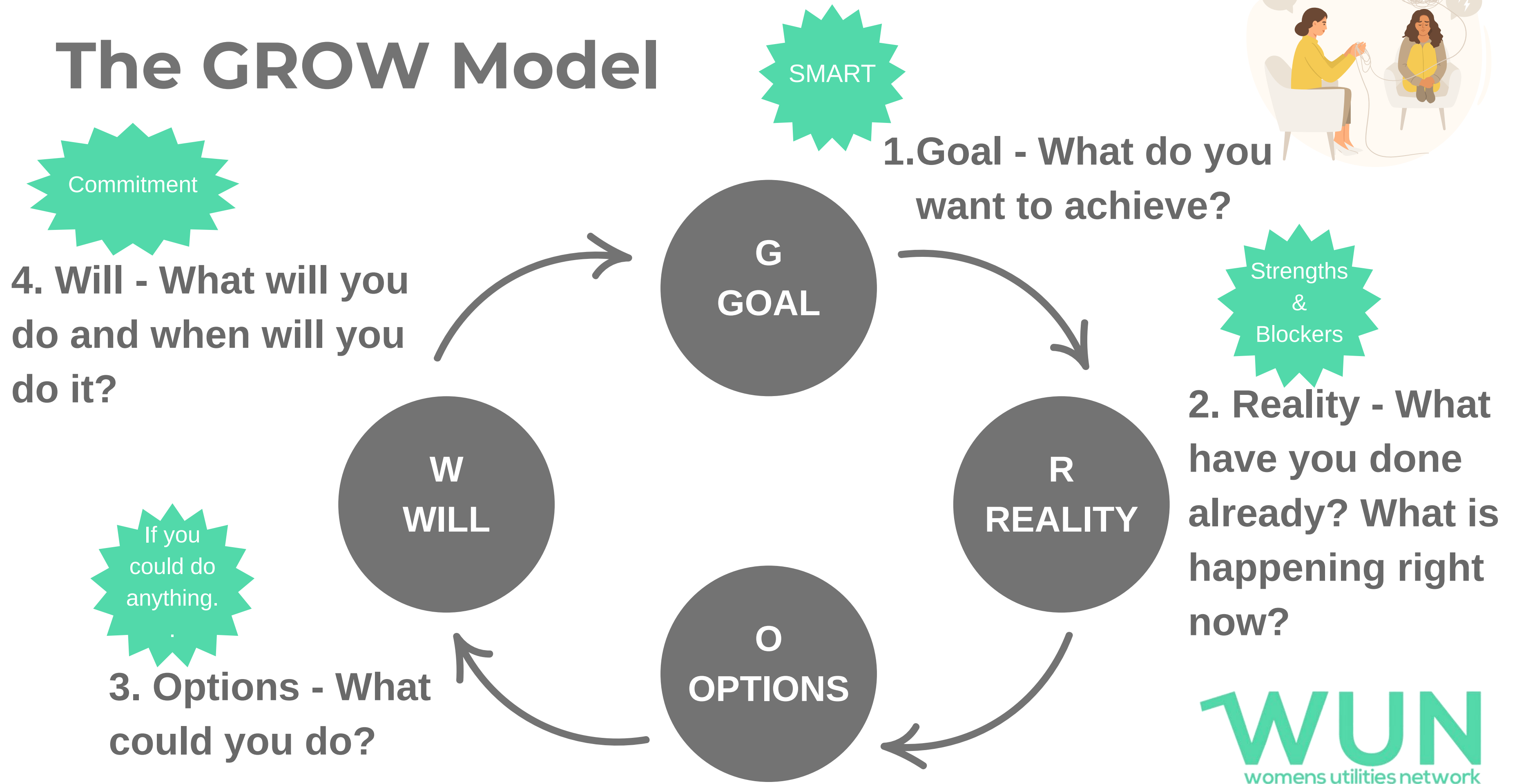


Discussion

- What do you remember from the conversation you had in your pairs at the start of this session?
- What did you learn about yourself from completing the listening assessment in your pre-work?



The GROW Model



Coaching in Action!



A top-down view of a wooden desk. On the left, a portion of a silver laptop is visible, showing the keyboard with keys like 'U', 'J', 'K', 'H', 'N', 'B', 'M', 'command', and 'option', and the trackpad. On the right, a white cup of dark coffee sits on a bright orange saucer. The text '5 Minute Comfort Break' is centered in white.

5 Minute Comfort Break

Activity: Coaching Practice



- In three's take it in turns to be the coach, the coachee and the observer to support one another with your personal development goals:
- **Coach:**
- Use the GROW model
- Use powerful questions to help the coachee find their way forward (refer to your workbook)
- Listen, reflect what you hear, and follow the coachee's interest
- **Observer:**
- Watch, listen, and record your observations for the coach's benefit
- Share this with them once the session has finished

Summary & Action Planning



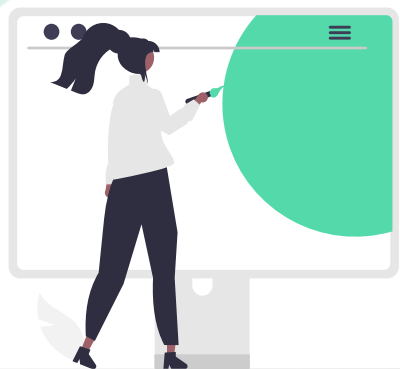
Summary

- Coaching is a critical leadership skill
- Being a successful leader means recognising what approach is going to work for your people and adapting to suit their needs to get the best out of them
- Coaching supports personal development, growth, accountability, and greater success
- Coaching enables greater connection
- Listen, be present, stay curious



Action Planning

- Write down two or three actionable steps that you will put into practice before our next session based on our work today
- Review your programme objectives and decide if there's anything you would like to change or add after this module
- Share with the group



Finally

- Next up is Performance Management
- Please complete the WUN feedback survey – to help us shape future modules and programmes
- Any final questions?

WUN Drive Cohort 1 Feedback

