

Awesome Coaching and Mentoring Session @Lean Culture



April 14th, 2021

Check-In: Zoom Chatstorm

**ESVP - How are you showing up
for this session?**

ESVP



Are eager to discover and learn everything they can

Explorers



Are happy to go home with one useful new idea

Shoppers



Are happy to be away from the daily grind

Vacationers



Would rather be doing something else

Prisoners

Purpose... *To empower the world one person and team at a time through inspirational coaching, mentoring, facilitation and training...*

Persona...

- *Unleashes energy, inspiration, positivity and fun*
- *Empowers people and teams with growth mindset and high performance*
- *Assertive in advocating for agility mindset and continuous value practices*
- *Fosters a culture that inculcates alignment, transparency, collaboration and accountability*
- *Dedicated to continuous learning and improvement with experimentation*

Experience...

Vicky has been an Inspiring Technologist, Agility Practitioner, Coach, Facilitator, Trainer, Mentor, Design Thinker to the people and teams that he has served in amazing organizations during his versatile career spanning 22+ years. He has played dynamic roles in areas of Professional Services, Project & Program Management, Customer Success, Business and Scaled Agility Transformations...

More at - <https://www.linkedin.com/in/vickyshora>

Certifications...

- *ICE-AC, ICP-ACC, ICP-ATF, SAFe SPC & SA, CSM, CSPO, LeSS, IDEO U*



Vicky Hora

Chief Empowerment Officer

**@Vicsignia – Empower
Awesome You!**

A close-up photograph of a person's hands holding a glowing lightbulb. The person is wearing a dark suit jacket, a white shirt, and a dark tie. The lightbulb is illuminated from within, and a string of small, warm-white LED lights is wrapped around it. The background is dark and out of focus.

***“Everyone now knows that managers and
leaders need to coach their people”***

– Michael Bungay Stanier

A photograph of a man with a full, well-groomed beard and mustache, wearing a dark grey suit jacket, a white dress shirt, and a red tie. He is looking towards the right of the frame with a slight smile. In the foreground on the right, a woman is partially visible, wearing a white top and a long, chunky necklace. She appears to be holding a pen or a small object. The background is softly blurred, showing what looks like an outdoor or semi-outdoor setting with wooden beams and greenery. The word "Coaching" is overlaid in white text in the center of the image.

Coaching

Coaching - what comes to mind?



A photograph of two women sitting at a wooden table in a meeting. The woman on the left is wearing a teal top and glasses, smiling and looking towards the other woman. The woman on the right is wearing a dark blue blazer and is looking at a laptop. The background is a brick wall.

A Coach serves you by:

- Partnering with you on your intended **outcomes**
- Co-creating **possibilities** with you
- Encouraging your **self-discovery**
- Evoking your generated **solutions and approaches**
- Mentoring you through sharing of **succinct advice**
- Holding you **accountable**

A Coach Partners & Co-Creates



A Coach Partners & Co-Creates



**Coaching
Demo**

Demo Observations

- What skills were visible from the coach?
- What was happening for the coachee?

A night sky photograph featuring the Milky Way galaxy. The galaxy is visible as a dense band of stars and dust, stretching across the upper half of the frame. The stars are predominantly blue and white, with some reddish and purple hues. In the lower center, a large, rugged rock formation, possibly a mountain peak or a large rock outcrop, is illuminated from below, casting a warm orange glow. The rock has a textured, layered appearance. The overall scene is a mix of natural beauty and cosmic wonder.

Evoking Growth

Coaching & **Mentoring** Skills

- Acknowledgement
- Accountability
- Listening
- Articulation
- Bottom Lining
- Intruding
- Presence
- Powerful Questions
- Reframing
- Self Awareness
- Self Management
- **Data Gathering**
- **Advice/Options**
- **Resonant Choice**

Coaching Skills

Accountability	Clear commitment and accountability is created for what the coachee will do next and by when
Acknowledgement	Naming whom you see the coachee is being
Bottom Lining	Being specific and succinct for coach and coachee, putting other nonessential details aside
Listening	Listen to what is said and not said with complete focus on the coachee, tuning out self-thoughts
Powerful Questions	Ask compelling, open ended questions that encourage forward thinking, broader exploration and deeper learning
Self Awareness	Awareness of own biases, triggers and judgements and how they impact the coaching relationship


Mentoring Skills

Data Gathering Questions	Ask pertinent questions to gather just enough information to determine how to be useful to the mentee
Advice/Options	Offering <u>succinct</u> recommendations that are relevant to the challenge as food for thought and without attachment to outcome. Clear about areas of experience and expertise
Resonant Choice	Check with mentee for resonance and keep the mentee at choice in what action to take

A large, mature tree trunk with a thick, textured bark. A sculpture of a hand, made of a light-colored material, is attached to the trunk, holding a branch. The background shows a paved area, a bench, and a white van. The scene is outdoors with sunlight filtering through the leaves.

Foundations of Coaching and Mentoring

Awesome Coaching and Mentoring requires
awesome Listening and Curiosity (without biases)



“To be listened to is a striking experience, partly because it is so rare. When another person is totally with you - you feel known and understood.” - Laura Whitworth

3 levels of listening

A woman with long dark hair, wearing a grey blazer, is shown in profile, listening intently to another woman. The woman being listened to is wearing a blue top and is partially visible on the right side of the frame. They appear to be in a meeting or collaborative work environment. In the background, there are several potted plants on a shelf and a window with blinds.

Level One

Internal listening

- Internal chatter/dialogue

Level Two

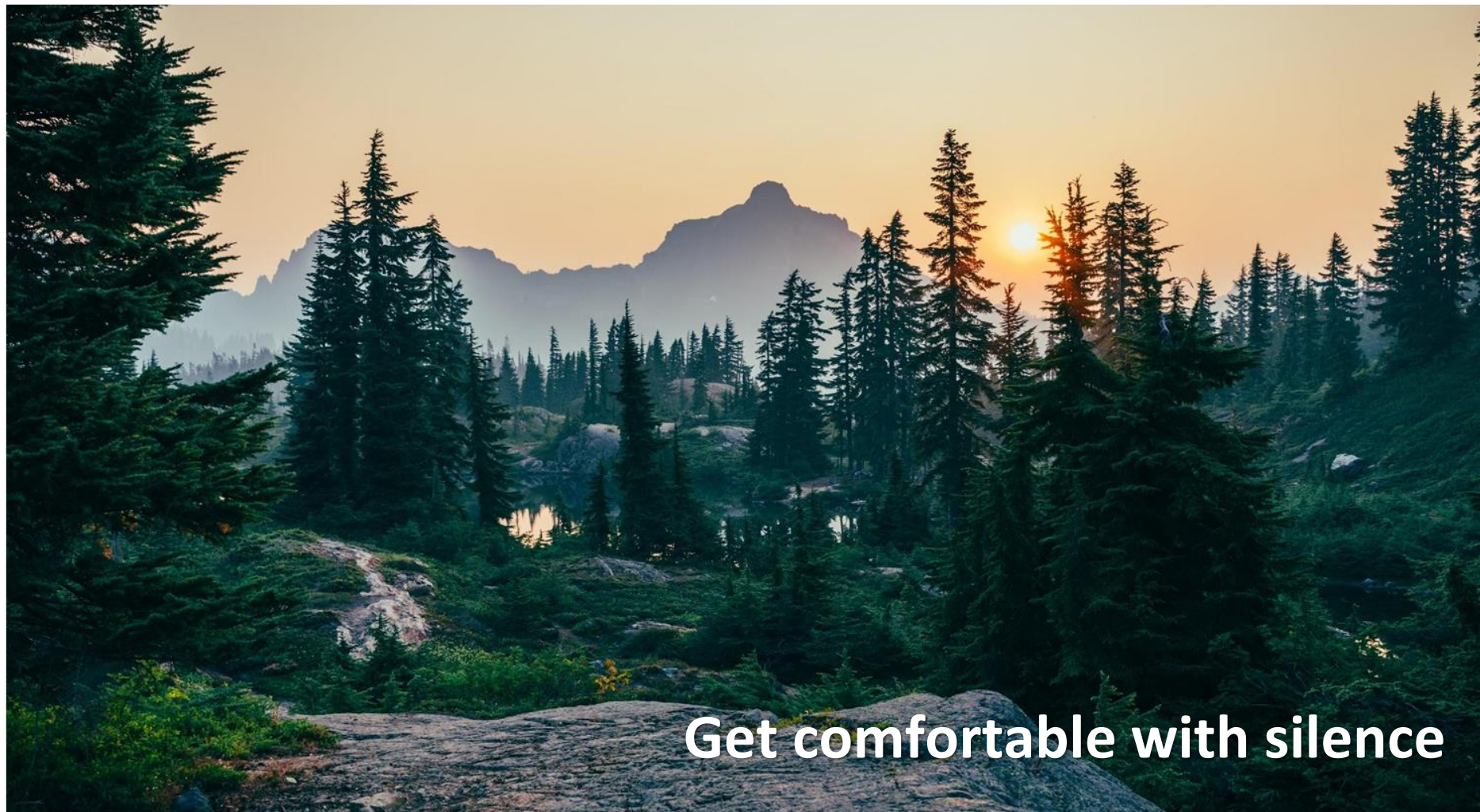
Focused listening

- Hardwired connection to the other
- Present and aware. Not much awareness of the outside world

Level Three

Global listening

- Like a radio field, or environmental listening



Get comfortable with silence



Listening Experience

Zoom Breakout Room Timebox: 6 mins

Split into pairs (Speaker/Listener)

- **2 mins**
 - The speaker outlines a mild challenge they face in detail.
 - The listener silently listens (they may not interrupt or take notes).

- **2 mins**
 - The listener then repeats every detail they can remember.
 - They also outline their sense of what they think the person felt or thought about the scenario and anything else that they noticed.

- **2 mins**
 - The original speaker gives feedback on how much detail the person got right, clarifies any misunderstandings.

Powerful Questions

What can you do
today that you
couldn't do a year
ago?

“Without a good question, a good answer has no place to go.” – Clayton Christensen

Powerful questions - create space for their own answers

Open questions

Short questions

~~Yes/no~~

~~Why~~

Examples of Powerful Questions

Exploration Zone

- What is on your mind?
- What is important about this topic/situation?
- How do you feel about it?
- What is in your control?
- What is the real challenge here?
- What might you not be seeing?
- What else...?
- How does this compare to your best work?
- What does success look like?

Action Zone

- What options can you try?
- What is possible?
- What is one thing you can do to move forward?
- What's the simplest thing you can try?
- What was most useful for you?
- What are you taking away from this conversation?

“Ask the right questions if you’re going to find the right answers.”

– Vanessa Redgrave

If in doubt, start your question with ‘how’ or ‘what’

Coaching Experience

Powerful Questions

Zoom Breakout Room Timebox: 8 mins



5 minutes

- Work in pairs - one coach, one coachee
- Coachee brings up a real topic or situation
- Coach listens at level 2/3 and asks coachee powerful questions.
- Only questions- no advice!

2 minutes

- Coachee gives 2 pieces of impact feedback
 - “when you did x I noticed/felt/observed y”
 - Feedback on one thing that was helpful and one that was less helpful



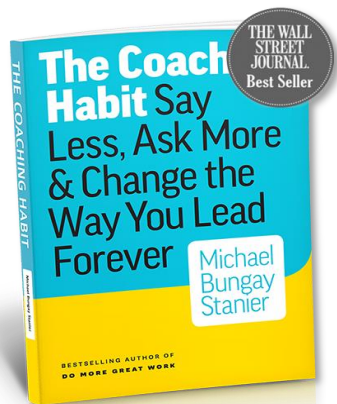
Empathy

Servant Leadership

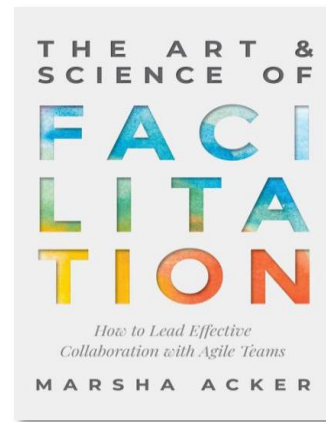
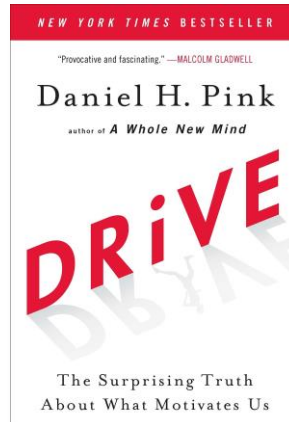
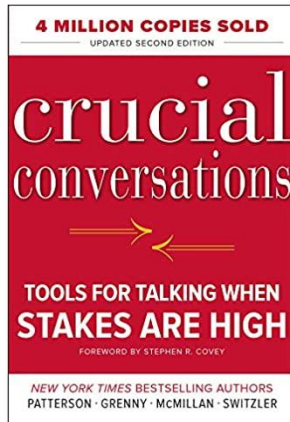
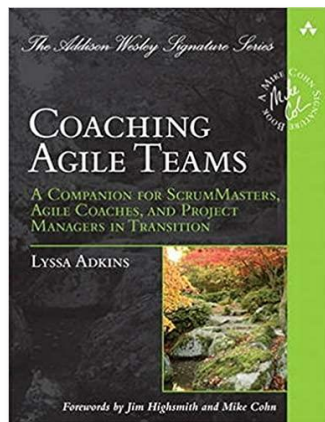
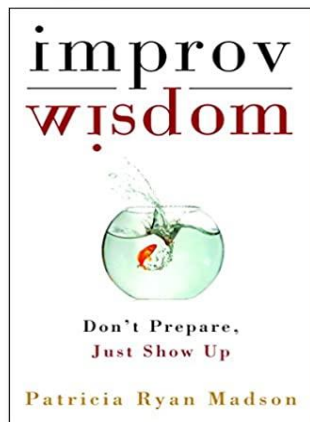
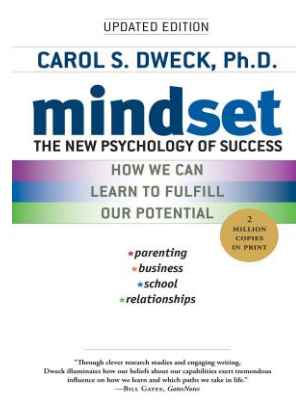
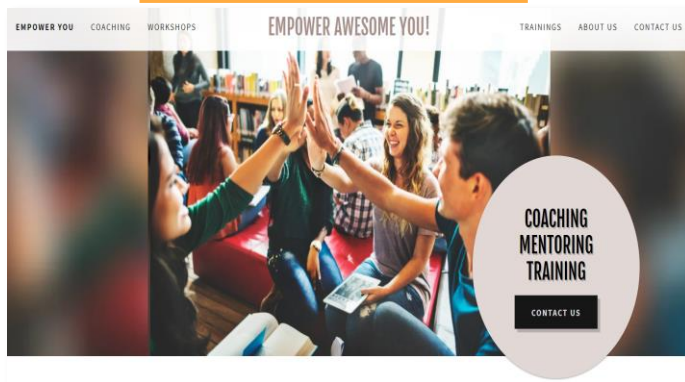


*“It begins with the natural feeling that one wants to serve,
to serve first.” - Robert K. Greenleaf*

Awesome Coaching & Mentoring Resources



www.vicsignia.com



The image features a teal background with a dense distribution of small, multi-colored confetti pieces in shades of pink, orange, yellow, and blue. The text is centered horizontally and vertically.

Thank You, Lean Culture!!!