

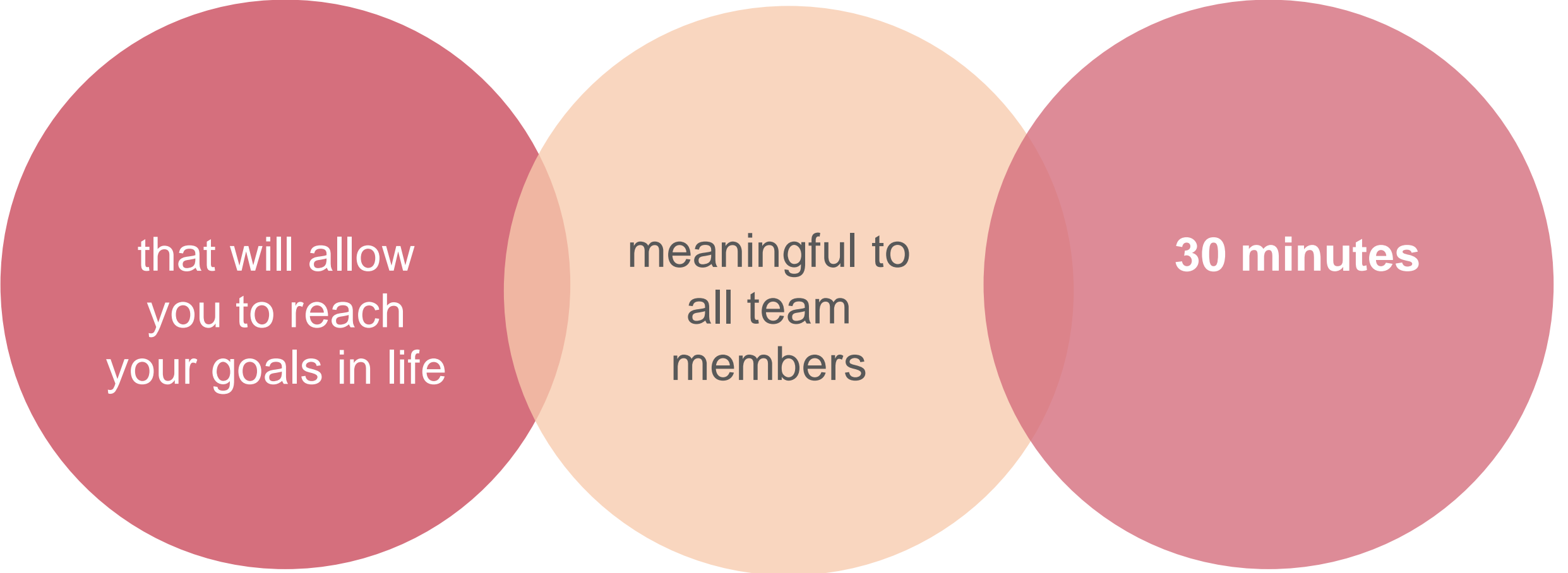
Workshop: Coaching and communication skills

Welcome

Morning session

09.30	Welcome
09.45	Activity 1: Building a bridge
10.45	Coffee break
11.00	Leadership styles
11.15	Activity 2: Climbing the ladder
11.45	Coffee break
12.00	Operating modes of the mind in communication
12.35	Activity 3: "I" speech training
13.00	Lunch

Activity: Build a bridge



that will allow
you to reach
your goals in life

meaningful to
all team
members

30 minutes

Share your experience

What did you feel when you read your role?

What resources did you activate in yourself to lead the team?

Which was your learning in this exercise?

Coffee break

Leadership styles

COMAND & CONTROL

High performance

Whatever happens, happens

Follow the rules and do what you are told

I empower you

We are successful together

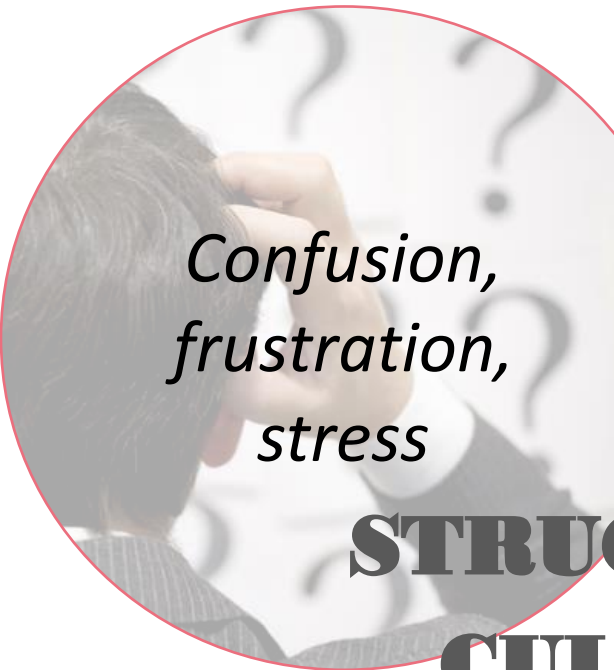
COACH & DEVELOP

Low performance

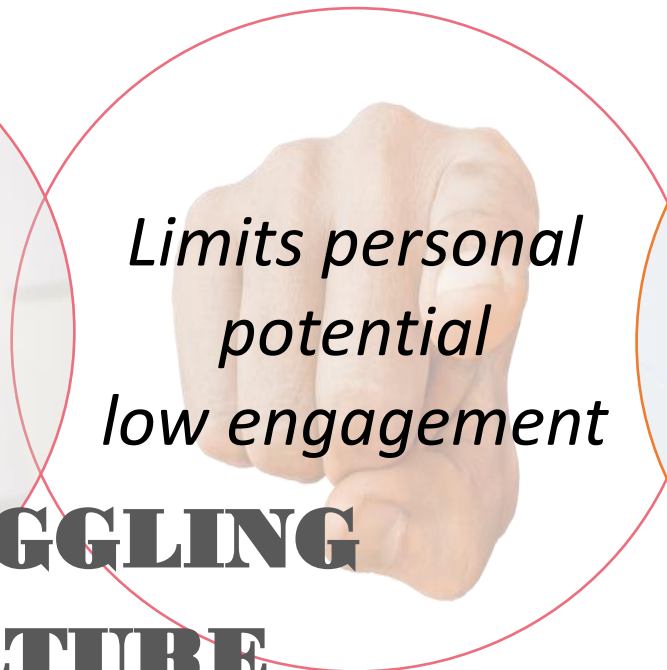
Leader impact

FEAR

TRUST



*Confusion,
frustration,
stress*



*Limits personal
potential
low engagement*

**STRUGGLING
CULTURE**



*Activates
personal
responsability*

**THRIVING
CULTURE**



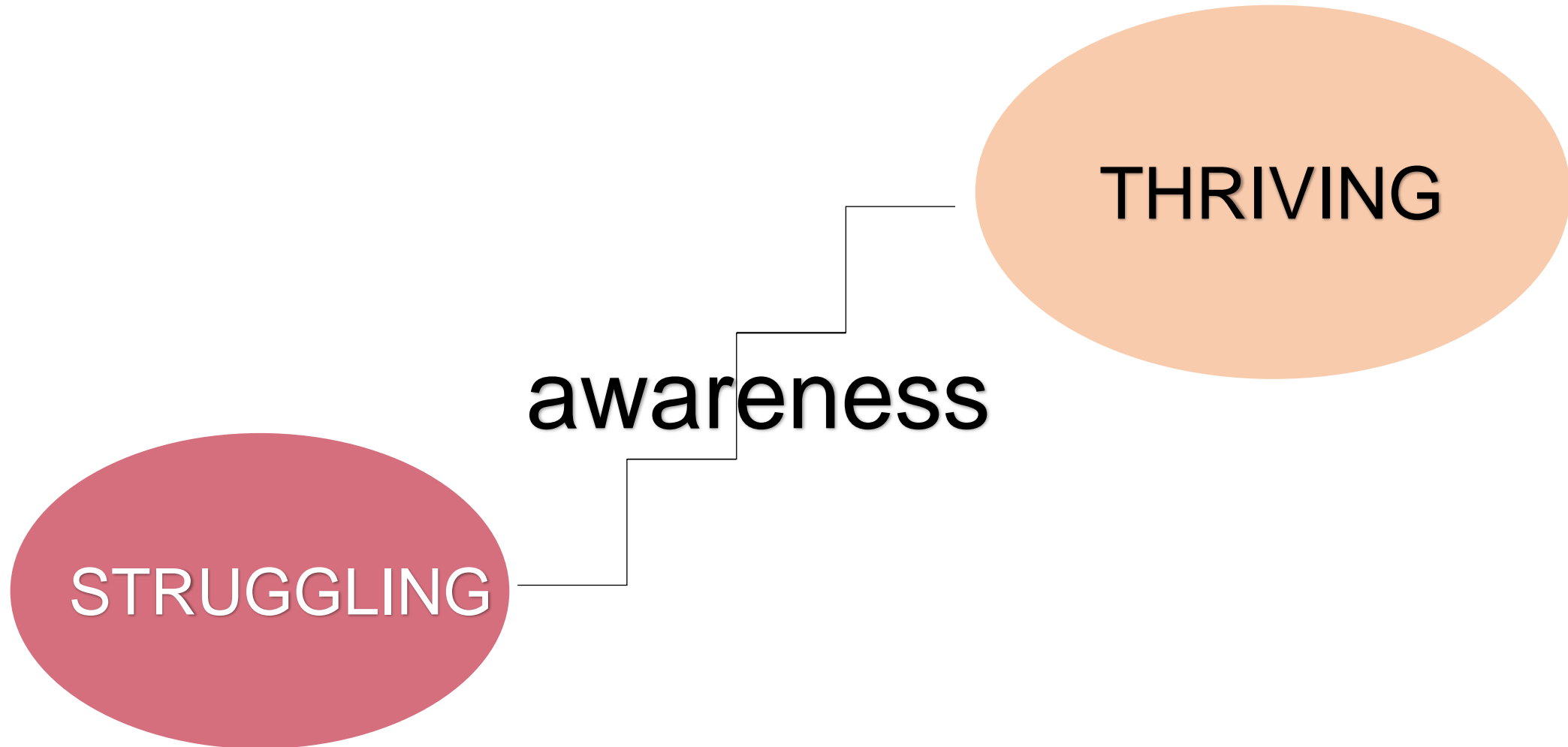
*Inspiring
Meaning and
purpose*

*Knowing others is intelligence; knowing yourself
is true wisdom. Mastering others is strength.*

Mastering yourself is true power.

Lao-Tzu

From victim to creator



Awareness: NLP levels

I wish I was doing a job that served a higher **purpose**

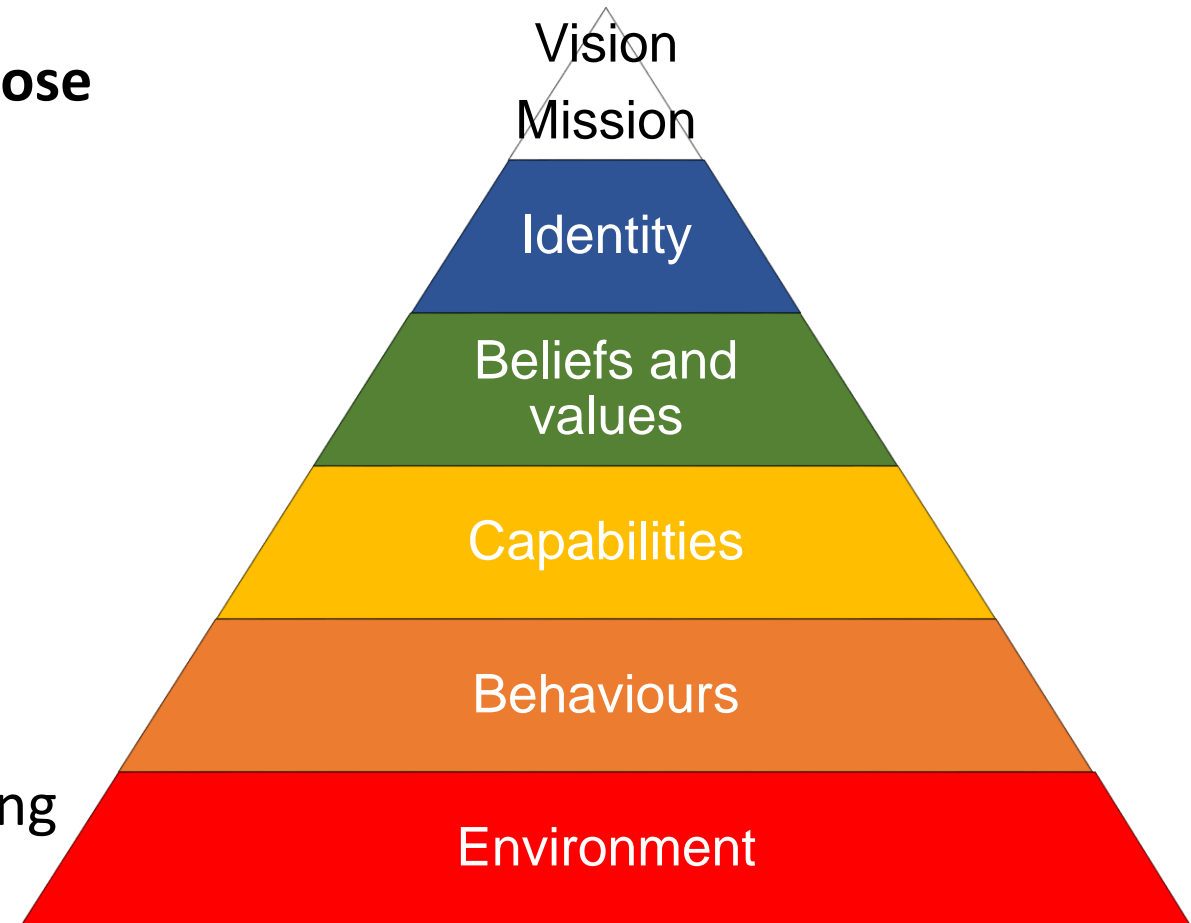
I don't think I can be **myself** in this job

I don't **believe** in this job

I don't think I know **how to do** this job

I don't know **what to do in** this job

I don't think I can do this job in this kind of working **environment**



Activity: climbing the ladder

- 6 Why is this meaningful to you? What **purpose** does this serve?
- 5 Who are **you** when you behave, and act based on these values?
- 4 Which **values** are important when you adopt these behaviours and use these capabilities?
- 3 What **resources** or specific **capabilities** did you use to achieve success?
- 2 What **behaviours** did you follow that were beneficial for you? Help achieve
- 1 What did you **do** that made you proud of yourself?

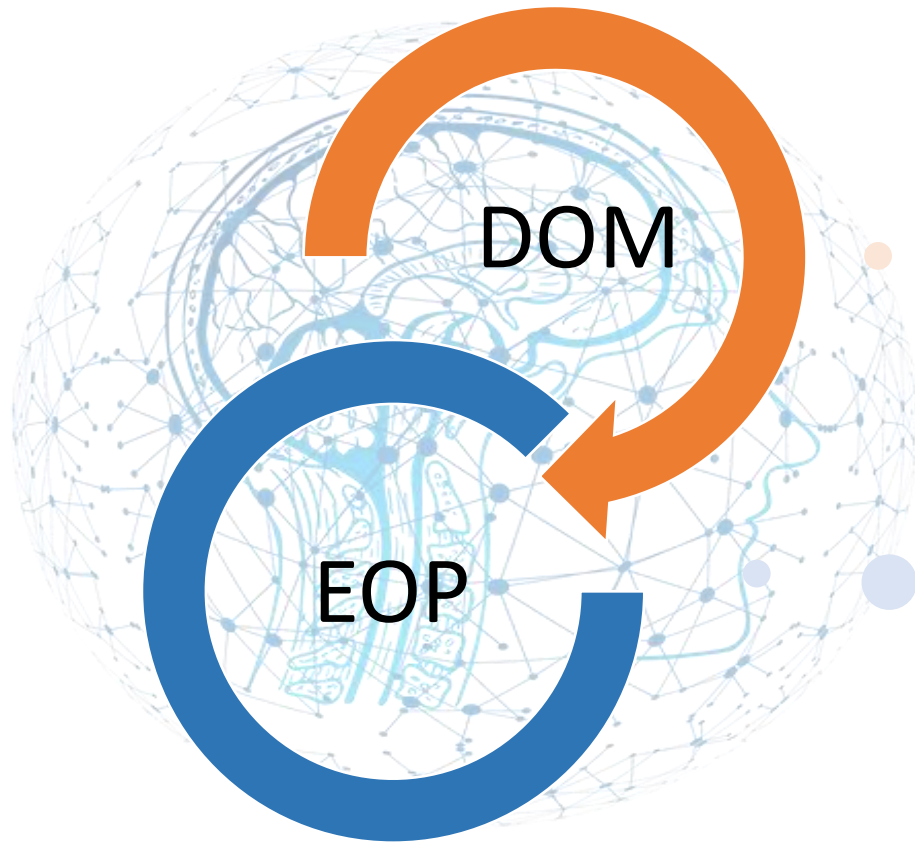
Share your experience

Coffee Break

Communication
- the human connection -
is the key to personal and career success

Paul J. Meyer

The way we think is the way we communicate



Default Operating Mode (DOP)
Automatic, little or now effort
Maintains and updates “normal world”
Thinks fast to make sense of incoming information
and take routine decisions

Executive Operating Mode (EOP)
Allocates attention to effortful mental activities
Monitors own behaviour
Endorses Bob’s impressions
Takes over when things get difficult!

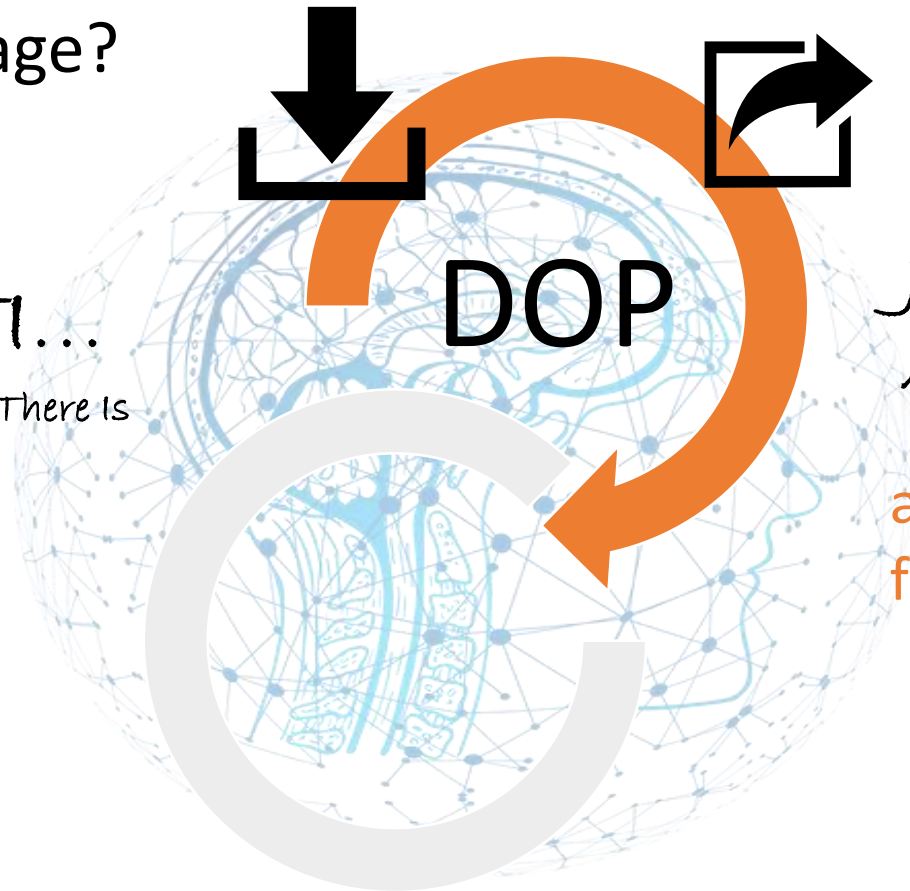
Who is communicating?

Incomplete message?

Unclear context?

WYSIATI...

What You See Is All There Is



Jumps into conclusions!
A coherent story is ready to go!

and...
framing effect!

Group discussion

What do you think should be the most important points for an efficient communication?

Each group present the 5 Top Tips

5 TOP Tips

Clear message

Active listening

“I” speech

Efficient communication

Be aware of different meanings

Use reassuring statements

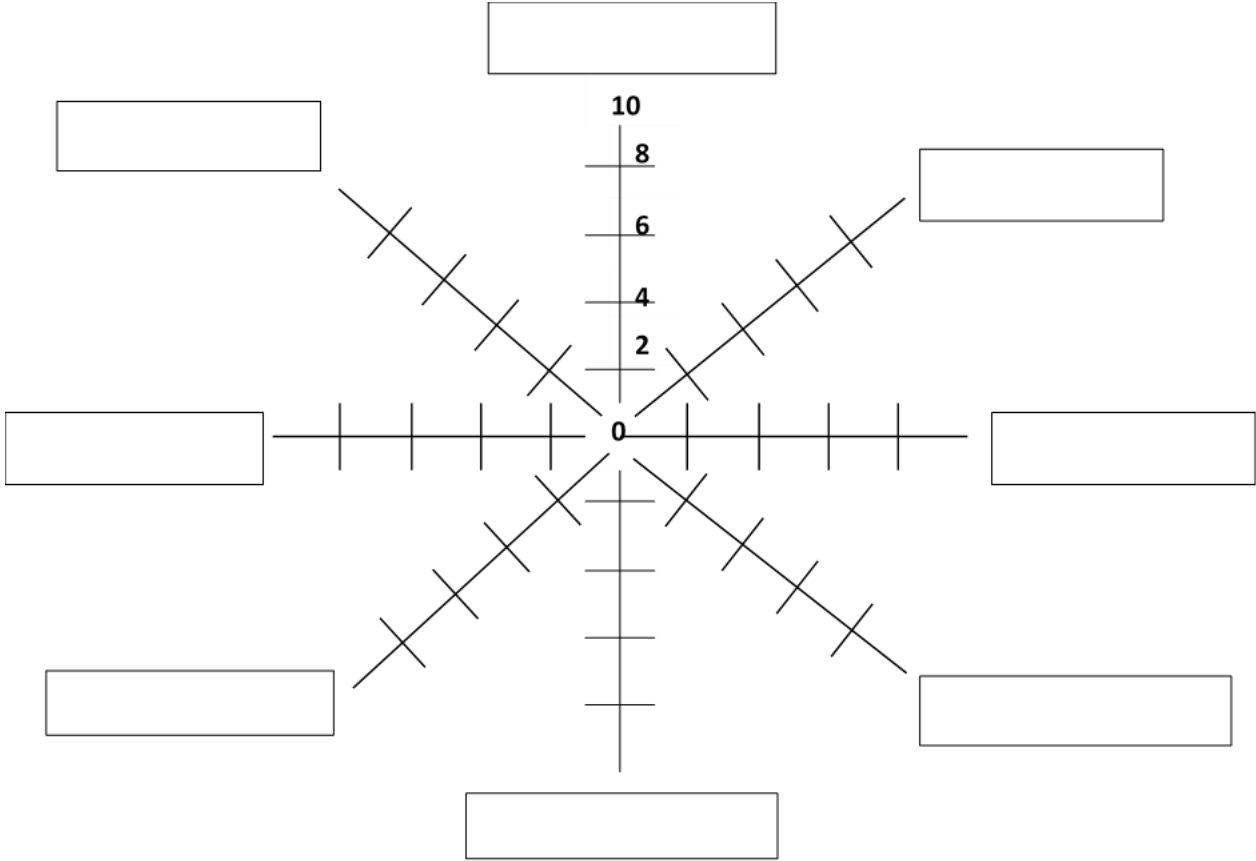
Activity: “I” speech training

Lunch

Afternoon session

14.00	Welcome back
14.15	Activity: Leadership Wheel
14.45	Introduction to Coaching
15.15	Coffee break
15.30	Activity: Role-play
17.00	Summary of the day and close

Activity: Leadership Wheel



Coaching is...

Not

Judging
Giving advice
Teaching or mentoring
Giving instructions

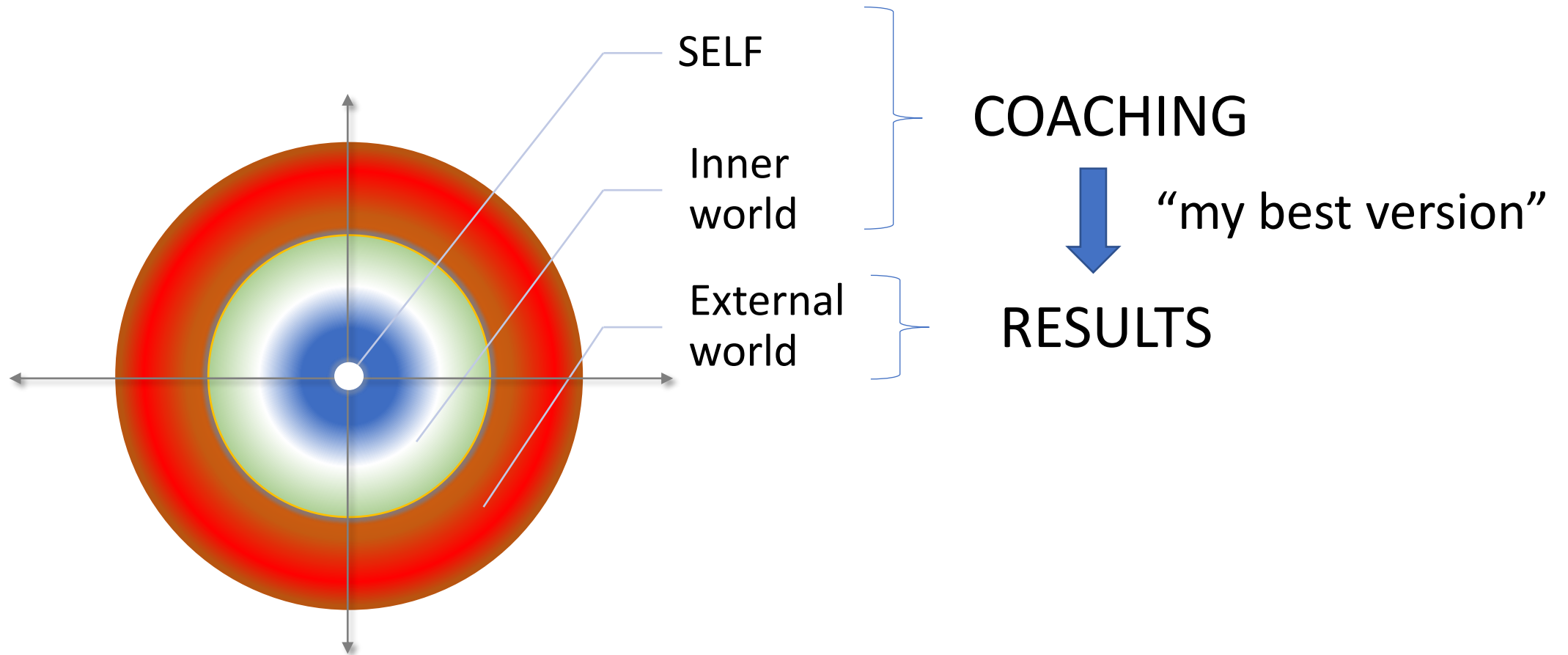
About

Trust
Awareness
Responsability
Action

Coaching is...

The art of unlocking
human potential

Vision based Coaching



Principles of Coaching

Coach

Trusts coachee's inner power

Facilitates awareness and
activation of resources

Internal silence



Coachee

Has the intention to change

Activates resources
Owns the solution

Engages

The session is both confidence and confidential bound.

Coaching methodology



D

Define goal: focus on what you want to be/ happen/ achieve (not what you don't want to be/happen/achieve).

A

Awareness: be aware of why it is important to you/what it means.

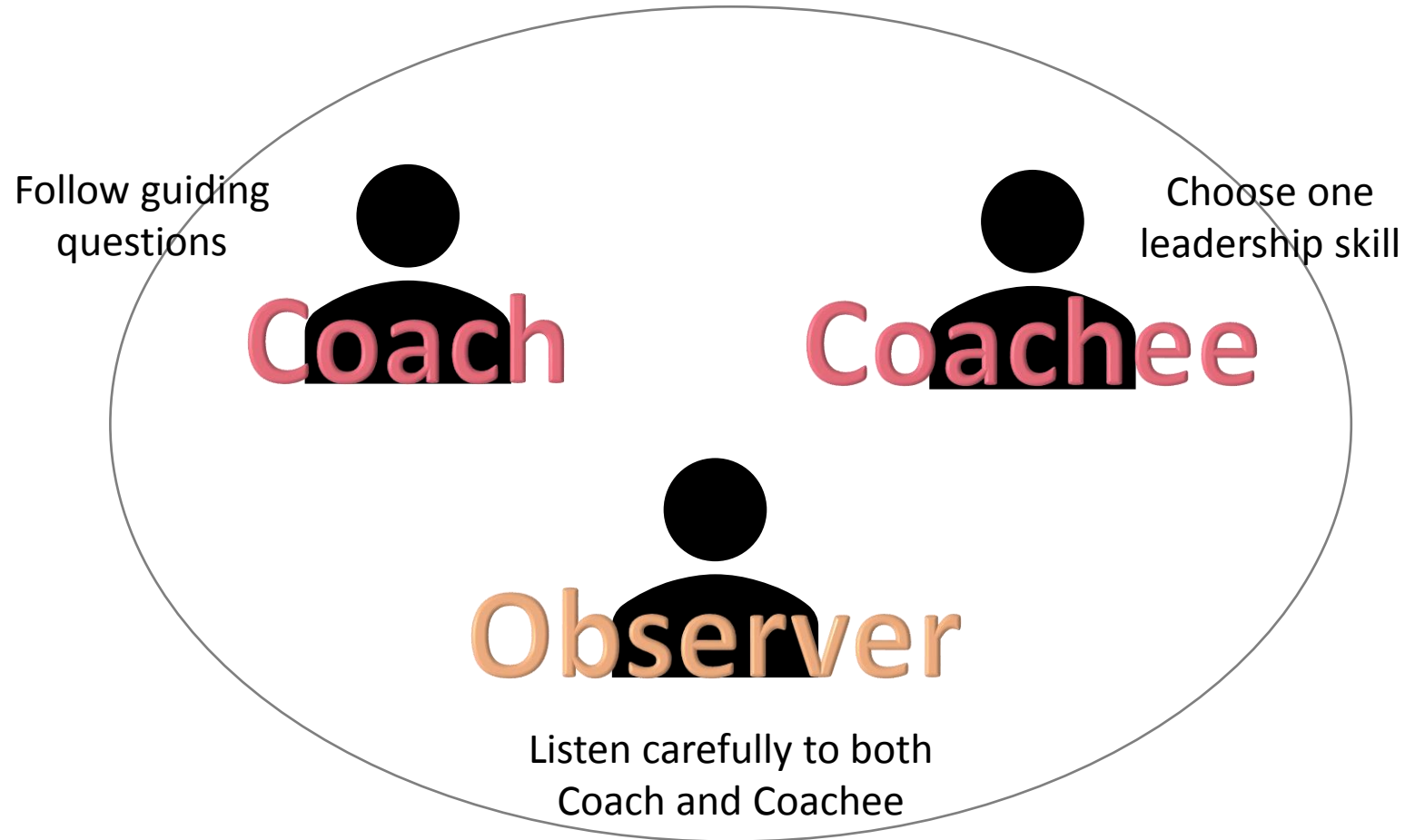
R

Responsibility: design an action plan of your own.

E

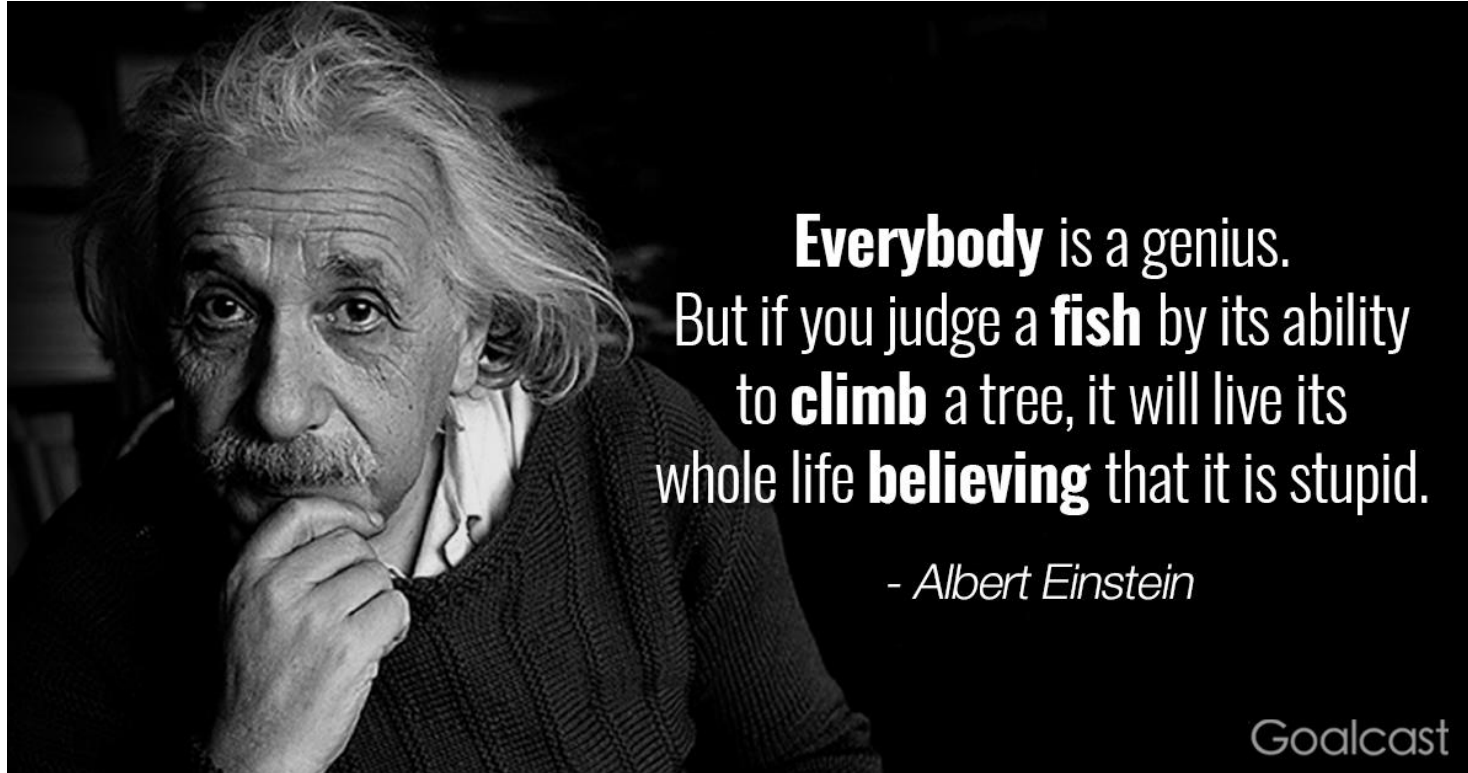
Engage with your goal and action plan by setting a timeline and commit to it.

Activity: Role-play



Day's summary

Thank you



Everybody is a genius.
But if you judge a **fish** by its ability
to **climb** a tree, it will live its
whole life **believing** that it is stupid.

- *Albert Einstein*

Goalcast