

The SituAsian

January 2010

COACHING COMPETENCIES

As your organization grows and evolves, the need to develop new and better coaches is important to your success. Previously, it was believed that the ability to coach others was a natural ability; you either had it or you didn't. As demand for coaches increased, people began to try to identify specific coaching behaviors that could be isolated, learned and developed. As they studied these they began to see that coaches, like everyone else, were simply engaging in different types of influence behaviors.

When you come in contact with people in your organization, they can be affected by the various combinations of engaging and focusing behaviors you demonstrate. The most important factor in determining whether you will be successful or unsuccessful as a coach is how and when you use the various types of behaviors. To enable you to develop or improve your coaching style for maximum effectiveness, the two major sets of coaching behaviors are:

▪ **Engaging competency** is the extent to which a coach embodies effectiveness communication – listening, energizing, inspiring and involving the coachee in the relationship.

E	Establish a conducive climate
N	Nurture opportunities to show you care
G	Give encouragement targeted to performance
A	Acknowledge growth and progress
G	Gain rapport through recognition and praise
E	Explain resources available with outcomes

- *Engaging Competency*
- *Focusing Competency*
- *SMARTER Goals*

▪ **Focusing competency** is the extent to which a coach engages in focusing the interaction – outlining the situation, helping to create options, urging action and setting next step.

F	Focus the interaction
O	Outline the situation
C	Create options
U	Urge action
S	Set next steps

▪ **SMARTER Goals**

We usually know the answers to our own questions internally. Yet sometimes those answers “hide” until we are ready to face them. The same thing might happen for your coachee. Part of your role as their coach is to help them discover these answers. SMARTER goal setting is intended to help seek out those elusive answers.

S	Specific, Significant, Stretching
M	Measurable, Meaningful, Motivational
A	Achievable, Agreed Upon, Attainable, Acceptable, Action-Oriented
R	Realistic, Relevant, Reasonable, Rewarding, Results-Oriented
T	Timely, Tangible, Trackable
E	Expectation
R	Resources

Next issue:
COACHING THE DEVELOPMENT AND REGRESSIVE CYCLES
 Previous issues:
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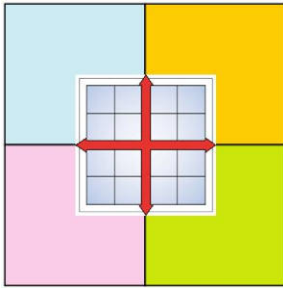


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Increase your managerial effectiveness with a performance matrix to increase your organization's effectiveness and productivity by helping you to plan and manage performance. It is designed to fit your system to produce a complete management performance

package.

Increase your leadership and relationship effectiveness with two powerful models that have stood the test of time for half a century. In any competitive environment, success will not result from economic, political, or technological decisions alone. The undeniable common denominator of successful organizations is the effective moment-to-moment interactions when you lead and relate with others.

Increase your coaching effectiveness with a proven process to help already successful people get even better. Manager...Leader...Coach...most of you fill a variety of roles, such as these, everyday. Achieving organizational objectives, influencing the behavior of others, creating capacity in others...all these roles and responsibilities are important - all of them are challenging.

Increase your performance effectiveness by taking charge of your own performance. Be an active participant in the leadership process by learning leadership skills from a follower's perspective. Diagnose your own needs around skills and motivation, and solicit for the appropriate leadership style that will best meet your needs and those of the organization.

Increase your sales effectiveness with a model that merges the psychology of sales and the applied behavioral sciences. It is this power combination that takes it beyond the basics steps of the sales process. It strengthens your ability to influence buying behavior and increase the probability of triggering positive buying responses in a world that wants to buy and be sold.

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OPEN-ENROLLMENT WORKSHOPS



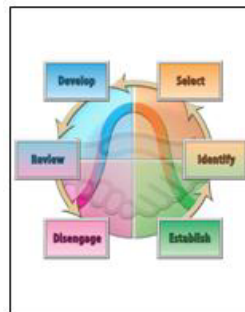
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