Coaching in Times of Change Workshop January 14, 2020 Presented by Kelly McNally

During change we make up stories. We also can find ourselves worried about things we can at best only influence. Helping each other navigate during transition can help put things in perspective.

Listen to Understand and Ask Powerful Questions:

- What are your concerns about the transition/change?
- What do you know about the situation?
- What don't you know?
- Tell me about what makes that important to you?

When coaching to help someone manage through change challenge their thinking and provide support. Validating feelings and helping an individual move beyond their fears can help put perspective on the change.

Challenge and Support:

Challenge the stories:

- What stories are you telling yourself?
- How true is the assumption you've made?

Identify fears:

- What fears are influencing you at this time?
- How could you dispel those fears?

Focus on what they can impact:

- What about this situation can you impact?
- Circles of influence

Shift perspective - move away from deficit thinking:

- What will it be like once everything is in place?
- What might the benefits be once the change is implemented?
- What can you do during this situation to make it easier?

Demonstrate support:

- How can I best support you during this change?
- Who else could assist you?
- What resources do you need?
- What might get in the way of you being successful?

Finally, building commitment to take action where the individual has control will help them feel empowered when it seems they have no control.

Establish Next Steps & Accountability:

- Right now, at this moment, what do you want most?
- What <u>can</u> you do during this change and transition?
- What is one thing that would help you feel in control?
- What is your next step at this time?