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COACHING

- As a method and a tool

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What is coaching ?

A definition :

- ”Transportation of humans from where they are to where they want to be”

Aim:

- Locate and release the customers potential

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The difference between coaching and...

■ A Mentor

- provides an advisory solution
- The Coach provides questions

■ The Therapist

- searches in the past to locate a problem
- The Coach looks into the future to inspire



The difference between coaching and ...:

■ The Sports Coach

- provides solutions based on competition with others.
- A Coach helps the client to compete within personal strengths and limitations.

■ The Consultant

- has a focus on organizational structures, and is paid to give well functioning support to clients
- A Coach focuses on the individual level, and is paid to help clients find their own solutions.



Rule nr. 1 :

- **Nobody makes mistakes**
(Vital part of the learning process)



Coaching skills :

- Ask open and efficient questions
- To listen
 - Level 1
 - Level 2
 - Level 3
- Summing up

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REMEMBER :

- There is only one expert on the client:
 - The client



Coaching 1 – 1 :

- Get to know one another :
 - presentation
 - JTI/Team compass
- Mapping out process :
 - Vision
 - Values
 - Perspectives
 - Aim

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Coaching 1 – 1 continues.:

- Developing face :
 - The life wheel
 - The work wheel
 - The career wheel
 - The creator wheel
 - Improvement/development plan



Coaching a team :

Safety

Frame

Communication

Vision

Values

Perspective

Aim

Strategies (the team development wheel))

Measures (improvement/development plan))

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Coaching as a management method/tool :

- Approaching with questions
- Listen (what is really being said)
- Summing up
- To give and receive feedback
- ”10 minutes coaching”
- Co-worker conversation, one to one, or in a team

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