



How to Be a Great Coach for Your Team

**Sunday, March 7, 2010
2:45 - 4:00 p.m.**

Content Leader:

Nancy Riesz, MBA, ACC, president, Success
Catalyst

**2010 Great Ideas Conference
Colorado Springs, CO**

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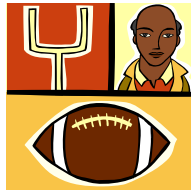
Connecting Great Ideas and Great People

Coaching is...

About helping people gain accessibility to their own thinking

Goals: to be

- Self-observing
- Error detecting
- Self-correcting



What Coaching Is Not!

- Problem Solving/ Consulting *"This is how to do it"*
- Counseling/Therapy *"What happened in the past that is inhibiting your what you from getting what you want today"*
- Mentoring *"This is how I did it"*




Opportunities for Coaching:

- Promotion or new responsibilities
- After a success
- Want to fulfill more potential
- When things go wrong; breakdowns





Coaching Methods



Transactional

Transformational




The Goals of Coaching:

Significant, Sustainable Change

- Shifting frames of reference; change the way we look at the world
- Develop self-observance
- Become better at error detecting and self-correcting
- The way we act changes
- To work yourself out of the job of coach!




What Game Are You Playing?

What Does It Take to Win?

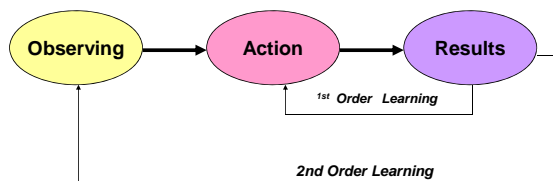


Know Yourself

- Motivation
- Attitude
- "You" niqueness™

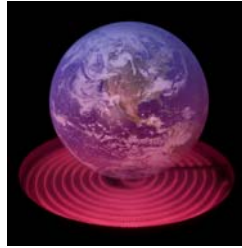


Double Loop Learning



Setting the Climate for Coaching

- Gain employee trust
- Demonstrate respect
- Set clear intentions



Being in Condition to Coach

- Clearing your mind
- Focusing
- Listening
- Not projecting
- About the coachee




The Process of Coaching

- Set intention
- Gain clarity
- Listen
- Curiosity
- Call to action
- Commitment



The Language of Coaching

- Assertions vs. Assessments
- What? vs. Why?
- Expectations vs. Commitments
- Curiosity
- Call to action





Agreements

Break

↓

No-win
"Unconscious"




Trust
Relationships
Success
Self-esteem

Keep

↑

Win-Win
Design life



Listening Modes

- Habitual - curious for own reasons
- Attentive/Mindful - notice differences
- Committed - other-focused; seek to understand
- Appreciative - tacit; offer new possibilities

Hearing what is said in words and what is not expressed in words





The Art of Coaching



- Coaching for results
"What matters?"
- Coaching for mastery
"What's missing?"
- Coaching for possibilities
"What's next?"




As the Coach...

- Be yourself
- Be comfortable
- Be confident
- Be successful!





It's a Game!

*It's not about winning or losing. It's about **how** you play the game.*



- Having fun
- enJOYment
- Spirit




Coaching

“A powerful alliance designed to forward and enhance the lifelong process of human learning, effectiveness and fulfillment.”


-- Co-Active Coaching

“Doing God’s work.”

-- Neil Stroul, Ph.D.




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Action Ideas

It's not how many ideas you have. What is important is how many YOU put into action.

1. _____
2. _____
3. _____
4. _____

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Nancy J. Riesz, MBA, ACC

Nancy J. Riesz, Founder and President of Success Catalyst is a performance improvement expert, known for her energizing, information-packed presentations, on-target analyses and solution-oriented recommendations. Nancy has been providing keynotes, seminars and retreats in development, communications, team building, change management and life balance for the past fourteen years. Nancy has been teaching people how to work togetherbetter for more than 30 years. She has demonstrated much personal success managing and leading, with a continuous rating of "outstanding" by her managers, peers, employees and clients.

Nancy's extensive management education, experience and success in the laboratory/in-vitro diagnostics field, both clinical and corporate, and leadership in professional associations provide her a unique ability to work and identify with management at all levels and staff in both for and non-profit organizations. She particularly enjoys coaching individuals, helping them create sustainable success by shifting their thinking, thus improving bottom line profit.

Nancy was responsible for implementing teams into her department at McDonnell Douglas Health Systems/Vitek, Inc. This project demonstrated success by immediately accomplishing major projects that had been in process for more than five years.

Nancy's leadership experiences in the clinical laboratory, corporate America, associations and community and her certification in leadership coaching provide her with the knowledge and experience to teach others to become great leaders. Without experience, one can only tell another how to do something.

Nancy earned a MBA in Management from Xavier University's Executive MBA program, a BS in Medical Technology from the University of Cincinnati and a certificate in Leadership Coaching from Georgetown University. She is an adjunct professor at Xavier University, a member of the Chapter Leadership Council of National Speakers Association, a member of the Cincinnati Regional Chamber Small Business Advisory Board, a United Way Ambassador and a Hospice of Cincinnati volunteer.

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