

# Reclaiming Your Time

Defusing Drop-Ins and Driving to the Heart

*A Presentation to*

Alaska SHRM State Council

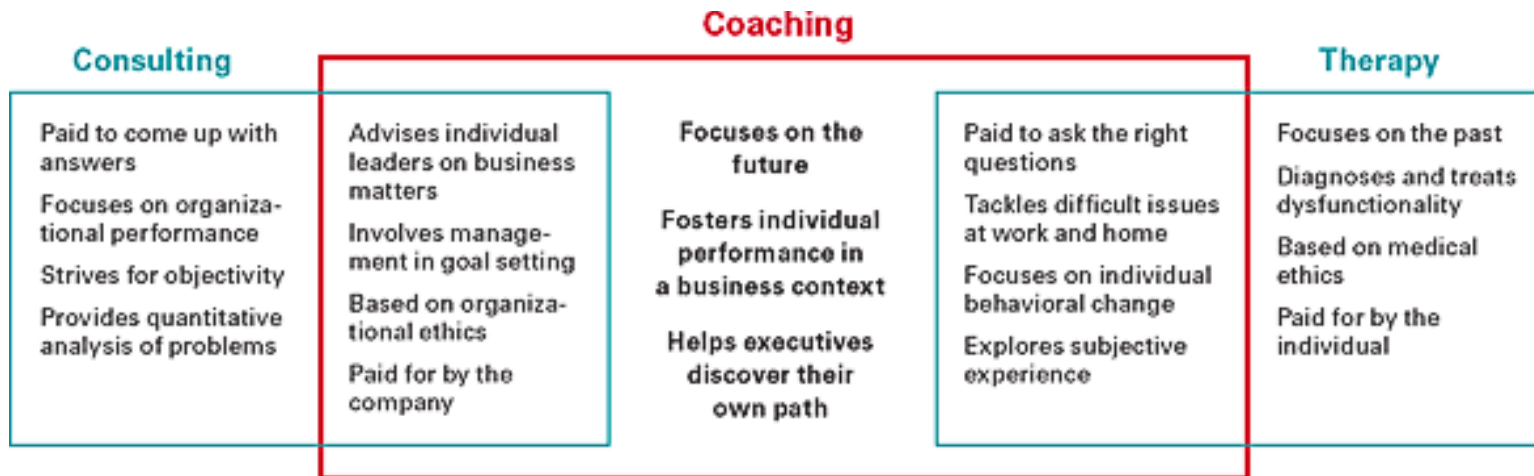
March 29, 2019

FLY HIGHER  
HALCYON



# Coaching in the 21<sup>st</sup> Century

- ✦ Coaching is “partnering with clients in a thought-provoking and creative process that inspires them to maximize their personal and professional potential.”  
~International Coaching Federation



# The Engaged Leader Model

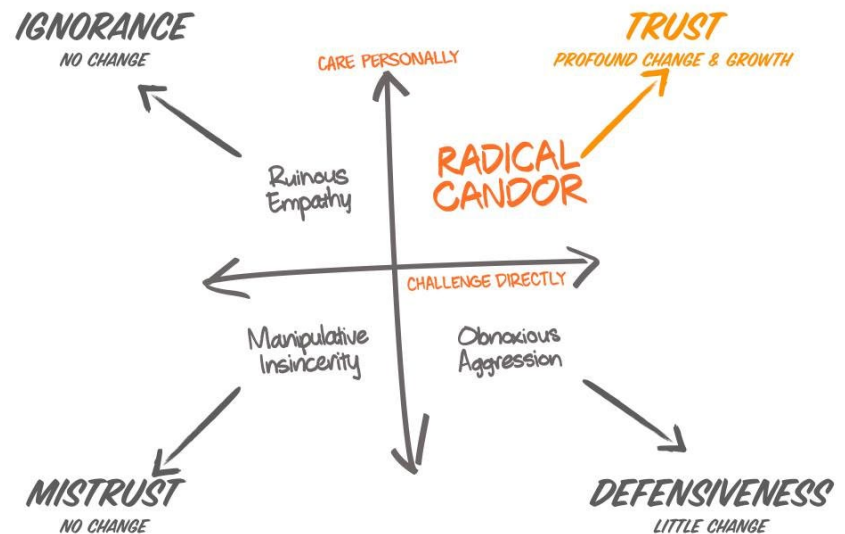
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# Philosophical Underpinnings

✦ Our goal is to be more effective, but to do it humanely and with genuine care as recommended by Kim Scott in her book [Radical Candor](#).

✦ The questions you're about to see are inspired by Michael Bungay Stanier and his book [The Coaching Habit](#).



# Defusing the Drop-In

- Drop-ins are part of the work experience, but they can absorb time better spent elsewhere.
- We want our time with staff and peers to:
  - Build bonds
  - Empower the visitor
  - Result in action



# Turning Down the Firehose

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<b>Visitor Tactic</b>	<b>Visitor...</b>	<b>Key Question to Defuse the Drop-In</b>
<b>The Firehose</b>	...skips rapidly from topic-to-topic with a litany of complaints/issues.	What would make you most fulfilled if we were able to address it today?

# The Ghost

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# Exorcising the Ghost

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<b>Visitor Tactic</b>	<b>Visitor...</b>	<b>Key Question to Defuse the Drop-In</b>
<b>The Ghost</b>	...complains about a person or organization not in the room.	What's difficult here for you? OR What's your role in this situation?

# Avoiding the Real Issue

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<b>Visitor Tactic</b>	<b>Visitor...</b>	<b>Key Question to Defuse the Drop-In</b>
<b>Avoids the Real Issue</b>	...dances around the obvious issue to avoid confrontation.	What is the big challenge in this situation for you?

# Defusing the Drop-In

Visitor Tactic	Visitor...	Key Question to Defuse the Drop-In
<b>The Firehose</b>	...skips rapidly from topic-to-topic with a litany of complaints/issues.	<i>What would make you most fulfilled if we were able to address it today?</i>
<b>The Ghost</b>	...complains about a person or organization not in the room.	<i>What's difficult here for you? OR What's your role in this situation?</i>
<b>Avoids the Real Issue</b>	...dances around the obvious issue to avoid confrontation.	<i>What is the big challenge in this situation for you?</i>

# Three Amazing Follow-Up Questions

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## What do you want most?

Crystallizes the desire to a specific change or outcome.

May need to follow-up with a redirect to something they can control.

## If you're saying "yes" to this situation/behavior, what are you saying "no" to?

Identifies trade-offs

Pivots thinking from present to the future desired state

"Yes" and "No" positions can be swapped.

## What action can *you* take that will move *you* forward?

Encourages reflection

Reinforces the process of discovery

# Thank You

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Questions?

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