# **Reclaiming Your Time**

#### Defusing Drop-Ins and Driving to the Heart

A Presentation to

Alaska SHRM State Council

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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

Paid to come up with Advises individual Focuses on the	Daid to ask the right	Therapy
answersleaders on business mattersfutureFocuses on organiza- tional performanceInvolves manage- ment in goal settingFosters individual performance in a business contextStrives for objectivityBased on organiza- tional ethicsHelps executives discover their own path	Paid to ask the right questions Tackles difficult issues at work and home Focuses on individual behavioral change Explores subjective experience	Focuses on the past Diagnoses and treats dysfunctionality Based on medical ethics Paid for by the individual



## The Engaged Leader Model





## 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 <u>Radical</u> <u>Candor</u>.
- The questions you're about to see are inspired by Michael Bungay Stanier and his book <u>The</u> <u>Coaching Habit</u>.





## 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





### Turning Down the Firehouse

Visitor Tactic	Visitor	Key Question to Defuse the Drop-In
The Firehose	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





#### Exorcising the Ghost

Visitor Tactic	Visitor	Key Question to Defuse the Drop-In
The Ghost	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





#### Avoiding the Real Issue

Visitor Tactic	Visitor	Key Question to Defuse the Drop-In
Avoids the Real Issue	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
The Firehose	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	complains about a person or organization not in the room.	What's difficult here for you? OR What's your role in this situation?
Avoids the Real Issue	dances around the obvious issue to avoid confrontation.	What is the big challenge in this situation for you?



### Three Amazing Follow-Up Questions

#### ➤ What do you want most?

Crystalizes 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



#### <u>Questions?</u>

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