Reclaiming Your Time
Defusing Drop-Ins and Driving to the Heart

A Presentation to
Alaska SHRM State Council

March 29, 2019
Coaching in the 21st 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

- Know Who You Are
- Align Your Purpose
- Hone the Craft
- Create Strategic Space
- Experience Well Being
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
### Turning Down the Firehouse

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The Ghost
## Exorcising the Ghost

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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

Questions?

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