

This Webinar is for You...

- If you would like to turn difficult conversations into mutually beneficial conversations leading to team member growth and empowerment.
- If you are interested in feedback, mentoring, and coaching techniques to help develop your teammates.
- If you are excited about developing others and leading them to reach full potential

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My Mission

Assist Individuals and Groups to reach their goals

- ACCOUNTABILITY Partner
- COLLABORATING to help Build Networks of Success
- TRANSFORMING Ideas into Actionable Goals and Steps

What Influenced my Leadership Philosophy ...

- Quotes from Dr. Jerome Butler
- "Employees Don't Quit Bad Jobs, They Quit Bad Managers"
 "The Role of a Leader is to help staff Grow and Go"
- Accepting Principles from a Servant Leadership
- What is my role in helping others become
- successful?

 If you take care of your staff, your staff will take care of you
- Training as a Counselor/Coach





Giving and Receiving Feedback Why is receiving feedback so hard? Feedback sits at the crux of two human needs: The need to learn and grow The need to be accepted or respected the way we are right now We don't like to be vulnerable.



	Vulnerabili	ity
	What can I do better next time? It don't know.	I disagree. Can we talk about it? idn't work, but I learned a lot. I played a part in that.
	I'd like some feedback.	Can I get your take on this?
Thank you.	I'm sorry.	I accept responsibility for that. I feel. That means a lot to me.

Types of Feedback
Appreciation:
□ I see you. I value you.I thank you.
To see,acknowledge,connect,motivate,thank.
Coaching:
Here's how you can improve.
 To help receiver expand knowledge,
sharpen skill, improve capability.
 Or, to address the giver's feelings or an
imbalance in the relationship.
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11

Types of Feedback (cont) Evaluation: Here's how you're doing and where you stand compared to others, or against expectations. Torate or rank against a set of standards, to align expectations, to inform decision making

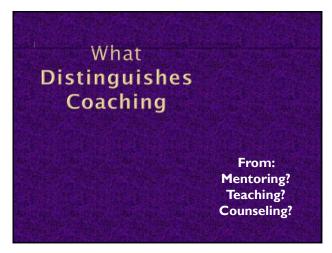












	ring: providing advice based on the mentor's al experience. Experienced employee helps a
	employee navigate an organization.
another	ng: imparting a new skill or education upon . It can be used for tactical or strategic ion and is the most common tool in talent
develop	
some b	eling: View of the past. It's most apt when ehavior is unacceptable and a warning and/or ive action is required.

Coaching Definition

An interactive communication process between members of the organization (leaders to team members, peers to peers,team members to leaders) aimed at exerting a positive influence.

Coaching enhances the motivation, performance, awareness, and development of another person.

Coaching is an ongoing process of building a partnership for continuous improvement

20

Coaching Definition (cont)

Coach: From the middle English expression "coche": A secure means of conveyance from one location to another

Products of Coaching: Self generating, self correcting, long term excellent performance.

Flaherty: Evoking Excellence in Others 1999

N	1	e	r	1	t	o	r

Mentor is a relationship in which a more experienced or more knowledgeable person helps or guides a less experienced person. They must have a certain level of expertise in the subject that they are providing mentorship.

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22

Mentor vs Coach

An African Proverb ...

- Give a man a fish and you will feed him for a day Mentor
- Teach a man to fish and he will be fed for a lifetime Coach

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23

Coaching is not a search for solutions its for employee growth

Developmental coaching Incremental Improvement - new skills, practices, doing things better (teaching)
Re-shaping Patterns of Thinking - revising frames of reference, how one sees the world, and assumptions about the way things work
Transformation — a fundamental shift in how one sees oneself

3 Things We Need To Be as Successful as Possible:

- Aptitude: The know how, skills, and capacity to complete the task at hand
- Attitude: The drive, confidence, focus, and determination to complete the task at hand
- Available Resources: The tools, equipment, and time needed to complete the task at hand

26

How to bring awareness?

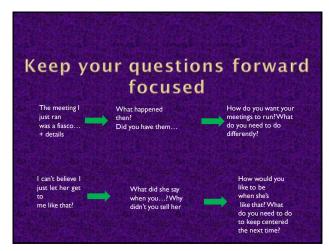
- · Create open ended questions
- · Keep your questions short and simple
- · Keep your questions forward focused
- Don't ask "why" questions

'why' Questions
What were you hoping to gain?
hat? How did that work out for you?
How will running six more samples increase your confidence in the number ?

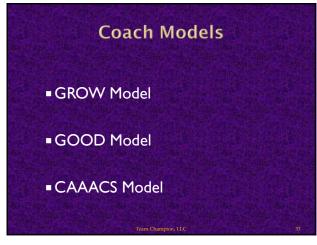
Creating Open Ended Questions Closed-Ended Will the project be done on time? Did you check all of the requirements? Have you notified Sarah about the change? What are the things that stand in the way of the project meeting its deadline? Which of the requirements most concern you? Who are the key players that you need to notify about the changes?

29

Keep your questions short and simple In the end, if it could go perfectly in your mind, how would you like everything to work itself out? So, tell me how you see that playing out and what kind of effect do you expect it to have on the project? Are you letting your concern over the numbers outweigh your desire to have everyone on the team get along? What will that get you? What's stopping you?







GROW Model
Step I - Goal
Step II – Reality
Step III – Obstacles/Options
Step IV – Way Forward Team Champion, LLC 39

GOOD Model Step I - Goal Step II - Options/Opportunities Step III - Obstacles Step IV - Do

35

CAAACS Model Step I - Connection Step II - Assessment Step III - Articulation Step IV - Action Step V - Commitment Step VI - Support

Break-Out Activity (20 mins)

Coaching Exercise

- Roles Coach, Client, and Observer
- **15-minute Coaching Session**
- **■** 5-minute Feedback Session
 - Client Feedback
 - Coach Feedback
 - Observer Feedback

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37

People Development Principles

People development takes time

People skills are essential for success

Lead others by looking through their eyes

Maxwell: Developing the Leader Within You

38

People Development Principles

Leaders must care for people before they can develop them

People developers look for opportunities to build up people

The greatest potential for growth of a company is growth of its people

People Development

Expose key leaders to growth opportunities

Be able to attract other winners/producers to the common goal

Surround yourself with an inner core that complements your leadership

40

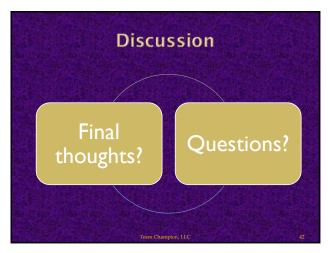
People Development

Realize that people are your most valuable asset

Place a priority on developing people

Be a model for others to follow

41



Shameless plug
Endorse me on Linkedin!!!
Leadership Development, Emotional Intelligence,
Organizational Development, and Coaching https://www.linkedin.com/in/drblchamp
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Team Champion, LLC 43