Introduction

Continuing Professional Development and Workplace Learning and the Management & Marketing sections

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- Almuth Gastinger, CPDWL
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IFLA Coaching Initiative - https://www.ifla.org/cpdwl/projects

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Instructor

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- Member, IFLA Management & Marketing Section
- Member, CPDWL – M & M Coaching Initiative
- Certified Leadership Coach, Member ICF, & Gallup Certified Strengths Coach
IFLA Coach Training Series

- Part 1A – Introduction to Coaching
- Part 1B – Coaching Principles, Mindset, & Roles
- Part 1C – Coaching Process & Session Guide
  - Part 1D – Coaching Skills – Asking Questions
  - Part 1E – Coaching Skills – Listening & Providing Feedback
- Part 2 – Putting It All Together – Live Webinar

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Learning Objectives

- Identify the steps in the coaching process
- Explain the purpose of each step in the coaching process
- Give examples of questions to ask in each of the steps of the coaching process
Step 1: Define

- Brief description of the situation
- Identify the long-term goal
- Choose goal for the current coaching session
- Explain coaching process

Help the client define the problem and the focus of the coaching conversation
## Step 1: Define

<table>
<thead>
<tr>
<th>Step 1: DEFINE</th>
<th>Help the client define the problem and the focus of the coaching conversation</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Coaching Questions</strong></td>
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</tbody>
</table>
| **Big problem, challenge, goal** | What would you like to discuss today?  
What does the desired result look like? |
| **Conversation goal** | What do you want to focus on for the 20 minutes we have together? |
Step 2: Awareness

- Objective look at the situation
- Articulate assumptions
- What is the gap?
- Explore experience and knowledge
- Articulate the value

Help the client develop a deeper awareness of the challenge
**Step 2: Awareness**

<table>
<thead>
<tr>
<th>Step 2: AWARENESS</th>
<th>Help the client develop a deeper awareness of the problem</th>
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<tbody>
<tr>
<td><strong>Coaching Questions</strong></td>
<td></td>
</tr>
<tr>
<td>Current Situation</td>
<td>What have you done so far towards accomplishing this goal?</td>
</tr>
<tr>
<td>Obstacles</td>
<td>What is getting in the way of you proceeding?</td>
</tr>
<tr>
<td>Knowledge &amp; Experience</td>
<td>What strategies have you used in the past to solve a similar problem?</td>
</tr>
<tr>
<td>Importance</td>
<td>How will achieving this goal benefit you and/or others?</td>
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</tbody>
</table>
Step 3: Solutions

- Challenge thinking
- Different perspectives
- Focus on solutions
- Identify importance

Help the client focus on solutions
## Step 3: Solutions

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<tr>
<th>Step 3: SOLUTIONS</th>
<th>Help the client focus on solutions</th>
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<td><strong>Coaching Questions</strong></td>
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<tr>
<td><strong>Challenge Thinking</strong></td>
<td>What have you not tried yet?</td>
</tr>
<tr>
<td><strong>Identify Options</strong></td>
<td>What are your options?</td>
</tr>
<tr>
<td><strong>Impact</strong></td>
<td>What happens if you do nothing?</td>
</tr>
</tbody>
</table>
Step 4: Plan

Help the client devise their strategy for moving forward

- Focus on actions
- Break down actions
- Commit to a timeframe
- Identify people and other resources
## Step 4: Plan

Help the client create a plan for moving forward

<table>
<thead>
<tr>
<th>Step 4: PLAN</th>
<th>Coaching Questions</th>
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<tbody>
<tr>
<td><strong>Choose Option</strong></td>
<td>Of all of the options and ideas you came up with, which one do you think will best help you meet your goal?</td>
</tr>
<tr>
<td><strong>Specific Steps</strong></td>
<td>Describe the specific steps you need to take to get to the desired result.</td>
</tr>
<tr>
<td><strong>Timeline</strong></td>
<td>What will you do and by when?</td>
</tr>
<tr>
<td><strong>Help &amp; Resources</strong></td>
<td>What supports will you need to accomplish these steps? E.g. people, money, time</td>
</tr>
<tr>
<td><strong>Barriers</strong></td>
<td>What obstacles might get in your way? How will you overcome them?</td>
</tr>
<tr>
<td><strong>Commitment</strong></td>
<td>What are you committed to doing? How will you hold yourself accountable?</td>
</tr>
</tbody>
</table>
Help the client be ready to take action

Step 5: Wrap-up

- Review the conversation and session goal
- Tie back to the ultimate goal (bigger goal)
- Check for understanding
## Step 5: Wrap-up

**Step 5: WRAP-UP**  
Help the client be ready to take action

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<tr>
<td><strong>Review Conversation Goal</strong></td>
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<tr>
<td><strong>Check for Understanding</strong></td>
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Review

• Identify the steps in the coaching process
• Explain the purpose of each step in the coaching process
• Give examples of questions to ask in each of the steps of the coaching process
The GROW Coaching Model


- Available in 22 language (depending on edition)
- [70 Coaching Questions for Managers Using the GROW Model](#)
- [29 Coaching Questions That Can Help Increase Success](#)
- [The Questions Good Coaches Ask](#)
What’s Next?

• IFLA Coach Training:
  • Part 1A – Introduction to Coaching
  • Part 1B – Coaching Principles, Mindset, & Roles
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CPDWL Section - https://www.ifla.org/cpdwl
M & M Section - https://www.ifla.org/management-and-marketing

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