

What Tools Can I Use to Ensure I Have Effective Coaching Conversations with Faculty?

Presented by:

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Coaching Conversations: Listening Analysis Exercise

Goal: Use the following exercise to evaluate the quality of your listening skills and to identify specific listening skills to focus on to improve your coaching. **Instructions:** Videotape a 10 minute “listening session” with a friend or colleague. The session need not be “formal” coaching, just an opportunity for you to listen to someone speak about an issue of concern with them.

Review the videotape session and answer the following questions:

1. Of the ten minutes of the video, how much time did you spend just listening, and how much time did you spend talking. If you spent more than 2 minutes of the 10 minute session talking, consider whether or not you need to do more “simple” listening in your coaching sessions. Was there any evidence in your taped session that you were “waiting for your turn to talk” rather than “just listening”. Write down a few thoughts about why or how this happens when you listen.
2. Did you interrupt your listener? If so, how often? To what purpose? Consider whether you need to work on the skill of “not interrupting” in your coaching sessions. How might you do this?
3. How much did you give your listener your full, undivided attention? Was there any external distractions or barriers to your listening? What were they? How might you remove these barriers for future listening sessions?
4. Consider what “internal” barriers there may have been to your listening in this session. Did strong feelings arise; if so, how did that impact your ability to listen? Did you make judgments or assumptions about what you were hearing? If so, how might that have affected your capacity to listen?
5. Based on this videotape and some time spent in self-reflection, what do you see as your three greatest strengths as a listener?
6. Based on this videotape, and some time spent in self-reflection, what do you see as three areas for growth and improvement as a listener.

Next Steps: Identify two steps you can take right now to improve your listening skills.

Coaching Conversations: Powerful Questions Exercise

Goal: Use the following exercise to evaluate the quality of your questioning skills and to identify specific skills to focus on to improve your coaching.

Instructions: Videotape a 10 minute “coaching session” with a colleague and respond to the following questions:

1. Identify two “closed” questions from your session (questions that can be answered with a “yes” or “no” or a few short words) Were these closed questions effective in the context used, or would an open question have been more useful? Explain how.
2. Identify two “open” questions from your session. Did these questions generate a response that helped to move the coaching session forward.
3. Identify a question from your session that helped your colleague clarify what specific goal or outcome would be achieved in your coaching session. If you can not identify such a question, what could you have asked to have ensured that the session was more goal focused?
4. Identify a question that helped your colleague clarify why the goal they are seeking is important in improving their work performance. If you can not identify such a question, what could you have asked to have ensured that the colleague was fully committed to the goal?
5. Identify at least 2 questions that move the coaching from goal identification to action planning. How helpful do you think your questions were in ensuring that your colleague had a clear plan of action at the end of the session?
6. Identify 2 questions that you felt were “powerful” questions. What made them powerful and how did they assist your client.
7. Identify 2 questions that you felt were “less powerful”. How might you have rephrased them to make them more powerful

Next Steps: Upon review and self- reflection, what steps might you take to ensure that your coaching questions are open, goal directed, moving towards action, and as powerful as they can be.