

May 2021 COLLABORATIVE eLab!

“Coaching: How it’s changing and will
continue to change”

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Learning COLLABORATIVE



How IS Coaching Changing?

1. Gone almost ENTIRELY virtual
2. Expanded to serve various levels in the organization: it's not just for managers anymore
3. Emerging competencies to be taught and grown
4. Focus on psychological safety and growth mindset
5. Working on scaling in new ways
6. Value of coaching in the flow of work is even more important
7. Coaching credentials are becoming more important

Keys to Scaling:

- Spot Coaching
- Tiered Coaching
- Virtual Coaching
- Peer Coaching
- Group Coaching
- Outsourcing a portion of Coaching

Logistical Themes Emerging:

- Standardizing a Format:
 - When?
 - How long?
 - What is technology's role?
 - Assigning coaches: systems emerging to help “find a coach” and manage coaching
 - Outsourcing a degree of coaching to help complement internal programs
- Qualification
 - How are coaches found and qualified?
 - The role that coaching certification programs are playing

Coaching Competencies:

- Enabling mindset: weaning those being coached off of their coaches
- Ability to set oneself aside
- Listening skills
- Questioning skills
- Empathy
- Open-minded nonjudgement
- Problem solving
- How to give and receive effective and constructive feedback
- Self-management, meaning asking without advising or being attached to the answer
- Emotional regulation

General Issues to be Addressed:

- How do we define coaching vs. mentoring vs. sponsoring, etc.?
 - Some argue that coaching is based on goal setting/achievement and that it's finite.
- How to know when coaching ends? Is there a time limit? Is reaching a goal a requirement?
- How to measure the success of coaching?
- Are there standards/templates for a coach's first meeting (and beyond) with the person they're coaching so it's a consistent experience?
- How does one find the right coach? How are coaches matched to people?
- Where does peer or group coaching fit in?