

The Coaching Team

The Coaching Team is a powerful model that your organization can implement as a talent optimization and retention strategy.

A **"team"** is a **group of people working together**, committed to each other's success, works together in very concrete ways, is not a group of people sitting around listening sympathetically and nodding their heads. When you combine "coaching", that helps people achieve their goals, with the "team" concept of doing so in a committed group, **you have a very powerful combination.**

CPS utilizes coaching teams to accelerate the **development and performance curve**. The structure and benefits of a coaching team is presented at the end of classroom training and about 50% choose to join the coaching team.

Why the high sign-up rate? Participants are inspired by.....

- deepening knowledge of the **class content**
- It's **application to their work-life**
- **Have bonded** with each other
- Are **comfortable with the coach**
- Recognize the importance of coaching to learning transfer and behavior change and
- Are committed to their career satisfaction and performance success!

The Coaching Team helps participants **implement** their goals and **overcome** their barriers to doing so, but so can individual coaching, or a computer program for that matter, according to David Steele. What makes a coaching team unique is having a group of men and women committed to each other's success, showing up for each other in very concrete ways outside of the meeting, and team mates who provide feedback and support that is different from and supplementary to friends or family. In addition, often coaching team participants choose to work with a coach 1:1 on an as-needed basis.

The coach's most valuable role is to facilitate supportability. **Supportability**, which is the **ability to identify** support needs and initiate getting them met with others. Individuals develop much faster when they allow themselves to be supportable and accept help from others, but in our "do it yourself" culture, this can be hard to do on your own.

Two important features that differentiate a Coaching Team from other group models are (1) Everyone coaches, and (2) Support goes beyond the meeting.

- **Everyone coaches!** By everyone coaching, participants learn how to listen, ask questions, reserve judgment, hold each other accountable, and most other coaching skills. Learning how to give support is equally valuable to participants as receiving support from the Team.
- **Support goes beyond the meeting!** A Coaching Team is most effective **when members show up for each other outside** of the Team meeting. The coach facilitates "showing up" when a participant expresses a need or challenge by asking them what support they need, and asking for support from the team. For example, if a participant is nervous about a performance review, and when asked, indicates practicing with someone would be helpful, the Team Coach will prompt him or her to make a request to the team and make sure the team finds a way to meet the request.

OVER

The Coaching Team

Coaching Team Meeting Format

- **The Focus** – Each chooses a number, which is representative of their subjective units of need on a scale from 1 to 5 (the higher the number, the higher the need for support or air time), and an adjective or two describing their feelings, mood, or attitude in the room. The highest numbers check in first. (5 minutes total)
- **Check-in** –Each member checks in with the group about their activities, successes, failures, frustrations, and progress toward meeting their goals. (Approx. 5 minutes per person)
- **At the end of each report (or check-in), the team:**
 - Asks questions
 - Provides feedback
 - Celebrates, acknowledges
 - Invites reporter to request support from the team (approx. 10 minutes per person)

Coaching Team Guidelines

- **Confidentiality** - privacy of team members is absolute, and participants agree not to share details of outside the team meeting, especially in a manner that might identify the source. Discussion about other team members confined to team meetings
- **Emotional Safety** - all emotions and judgments must be owned; respect and compassion are expected and practiced
- **Listening** - participants agree and are coached to be fully present and listen with full attention and focus on the speaker
- **Attitude** - participants agree to bring a positive attitude to the group
- **Group Focus** - on future goals, problem solving, personal growth
- **Support** - participants agree to be supportive and supportable
- **Everyone is a coach** - participants learn to ask powerful questions, mirror, etc
- **Confrontation** - ask permission first, and remind receiver of the positive intent
- **Storytelling** - is kept to a minimum as time is precious
- **Flexibility** - Team is flexible and responsive to needs of team members
- **Dating** - no dating of team members
- **Timeliness** - meetings start and end on time
- **Attendance** - regular, timely attendance is required
- **Commitment** - initial 3-month commitment is required, followed by a minimum one-month's notice of termination to the team.
- **Expulsion** - team or coach may expel a member at any time for violation of these guidelines.
- **Payment** -due in advance on the first of every month.

For more information about implementing **The Coaching Team** process within your organization, contact Cynthia Kivland @ ckivland@careerperformancestrategies.com or 1-877-60-coach. To learn more about CPS coaching services, visit our website @ www.careerperformancestrategies.com.

Coaching Team process adapted from David Steele, life-work coach.