

The Coaching Shift

How a coaching mindset and skills can change you, your interactions, and the world around you

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Purpose of *The Coaching Shift*

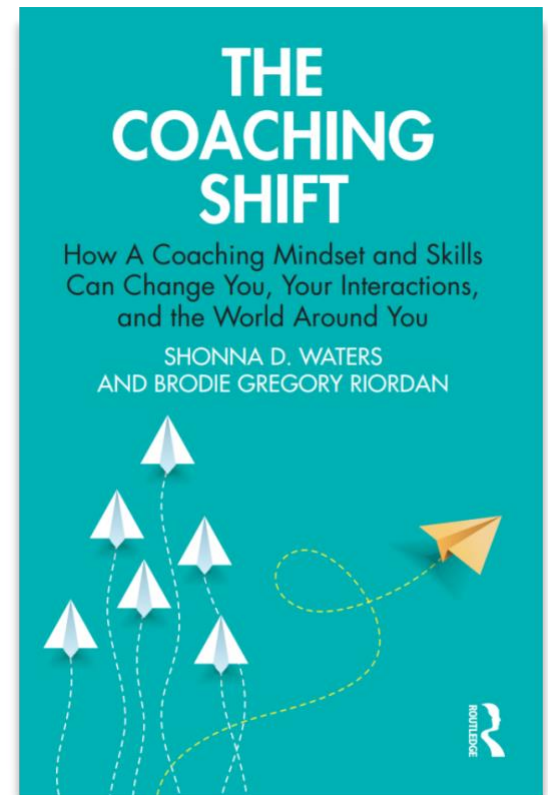
- This book is intended to help anyone develop core coaching skills that can be used to help improve their own emotions, thoughts, behaviors, & interactions with others
- It focuses less on the formal role of coaching, and more coaching skills and mindset

A levels of analysis approach

- **You:** your brain, thoughts, feelings, emotions, habits, goals, and more
- **Your coaching skills:** and how you apply them in 1:1 settings and with groups and teams
- **Your coaching impact:** using your coaching skills to impact organizational culture, outcomes, and more

Frameworks, tools, cases, and reflection questions (examples)

- For yourself: Notice, Pause, Name, Reframe
 - **Notice** that you are experiencing a strong emotional reaction
 - **Pause** to let cognition catch up
 - **Name** and say aloud what you are experiencing
 - **Reframe** choose a thought that better serves you or the situation
- For your interactions with others: **3 levels of listening**
 - Level 1: Listening with yourself in mind
 - Level 2: Listening carefully to understand the other person's words
 - Level 3: Listening holistically with your ears, attention, and heart

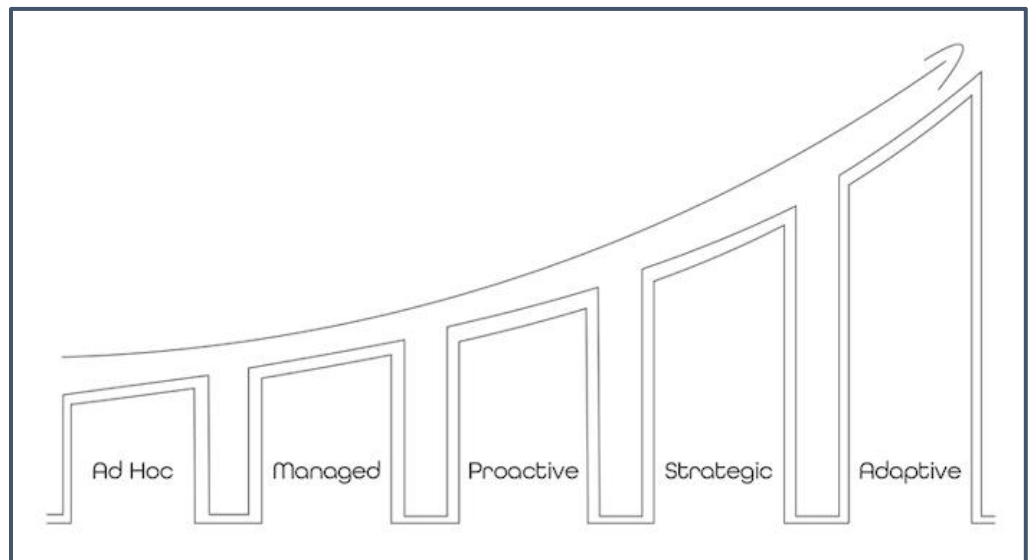


Assessing and developing a coaching culture in your organization

From Arias, Thom, and Riordan: 5 steps to develop a coaching culture

- **Assess** the current state
- **Develop** a strategy and vision
- **Implement** the strategy
- **Evaluate** coaching impact
- **Connect** with other people processes and practices

Determining the current and desired state of coaching practice maturity for your organization, including formal coaching, leaders as coaches, and more.



This	Not That
Adopt a CON mindset (curious, open, non-judgemental)	Let your biases and assumptions color your perceptions
Believe the other person is creative, resourceful, and whole and can solve their own problems	Believe that you are right and need to offer direction or advice
Listen with your ears and full attention	Engage in lazy listening or try to multitask
Listen to understand	Listen to respond or judge
Ask open-ended questions (e.g., what, how)	Ask questions that can be answered with yes or no or that prompt defensiveness
Ask simple, single questions	Wrap your questions in preamble or post-amble
Let the other person finish speaking	Assume you know what they are thinking or try to finish their sentences for them
Hold up the mirror and share what you notice about the other person's behavior	Make assumptions about what people want or why they are doing something
Embrace silence	Fill the space
Hold space for others' experience	Take on others' experience

← Simple frameworks and cues like “This, not that” to make distinctions between coach-like and non coach-like behaviors!

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