

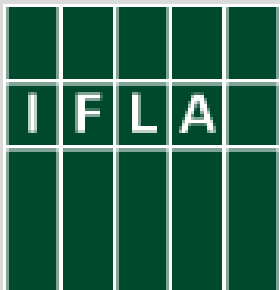
Part 1B: Coaching
Principles, Mindset, and
Roles

IFLA Coach Training



International Federation of
Library Associations and Institutions

Introduction



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

2020 Committee:

- Ewa Stenberg, CPDWL & Coaching Committee Convener
- Almuth Gastinger, CPDWL
- Ulrike Lang, CPDWL
- armen Lei, CPDWL
- Barbara Schleihagen, M & M
- Vera Keown, M & M

IFLA Coaching Initiative -

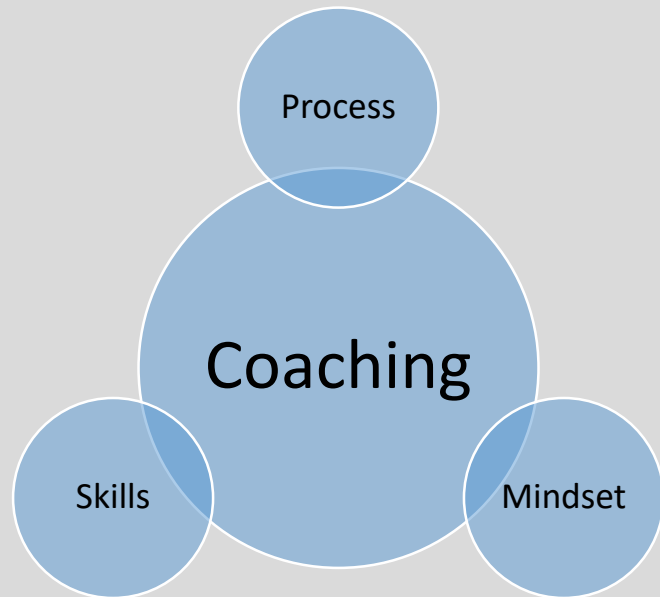
<https://www.ifla.org/cpdwl/projects>

Instructor

Vera Keown

- Associate University Librarian, University of Manitoba, Canada
- 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

Learning Objectives

- Identify the principles of coaching & the coaching mindset
- Explain both the coach's and client's roles
- Recognize attributes of an effective coach

Coaching Principles



Create a safe and trusting environment and relationship



The agenda belongs to the client



Asking questions to help the client discover their own solutions



Ownership of problem solving remains with the client



Maintaining confidentiality

The Coaching Mindset

- Client is the expert
- Client must do the work
- Coach is not the problem-solver
- Focus on positive
- Focus on strengths
- Listen to understand
- Open and curious

The Coach's Role

- Help clarify goals
- Ask powerful questions
- Challenge thinking
- Listen fully
- Create space
- Provide objective feedback
- Encourage accountability

The Client's Role

- Sets agenda (goals)
- Takes ownership and responsibility
- Is open to new thoughts and perspectives
- Is willing to venture out of their comfort zone
- Moves forward and is accountable to themselves
- Devotes required time and energy

Being an Effective Coach

- Believe individuals capable
- Being neutral
- Being open-minded and non-judgemental
- Remaining objective
- Being patient
- Giving effective feedback
- Trusting yourself and your abilities

Review

- Identify the principles of coaching & the coaching mindset
- Explain both the coach's and client's roles
- Recognize attributes of an effective coach

What's Next?

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

Thank You and Contact

Vera Keown

Executive and Leadership Coach

Vera.Keown@keownconsulting.com

LinkedIn: <https://www.linkedin.com/in/verakeown/>

IFLA Coaching Initiative -

<https://www.ifla.org/cpdwl/projects>

CPDWL Section - <https://www.ifla.org/cpdwl>

M & M Section - <https://www.ifla.org/management-and-marketing>