

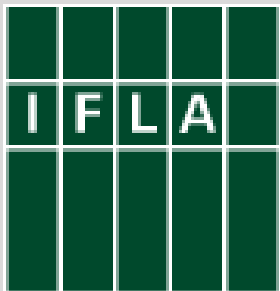
Part 1C: Coaching
Process & Session Guide

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
- Carmen Lei, CPDWL
- Barbara Schleihagen, M & M
- Vera Keown, M & M

IFLA Coaching Initiative -

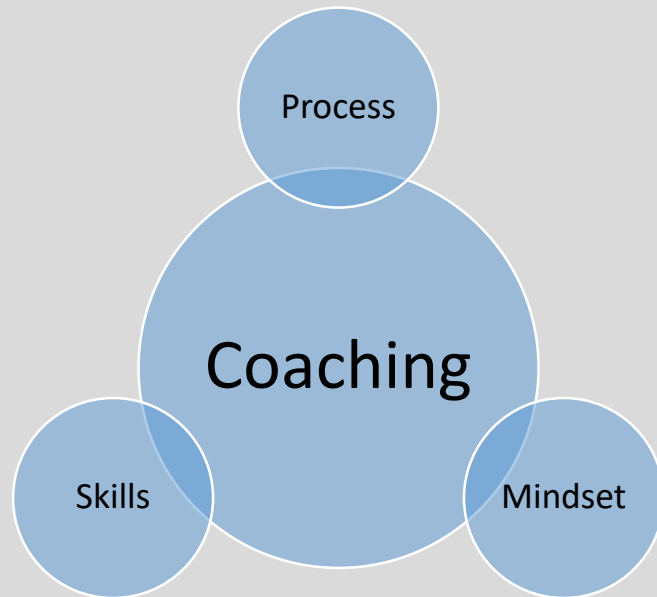
<https://www.ifla.org/cpdwl/projects>

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

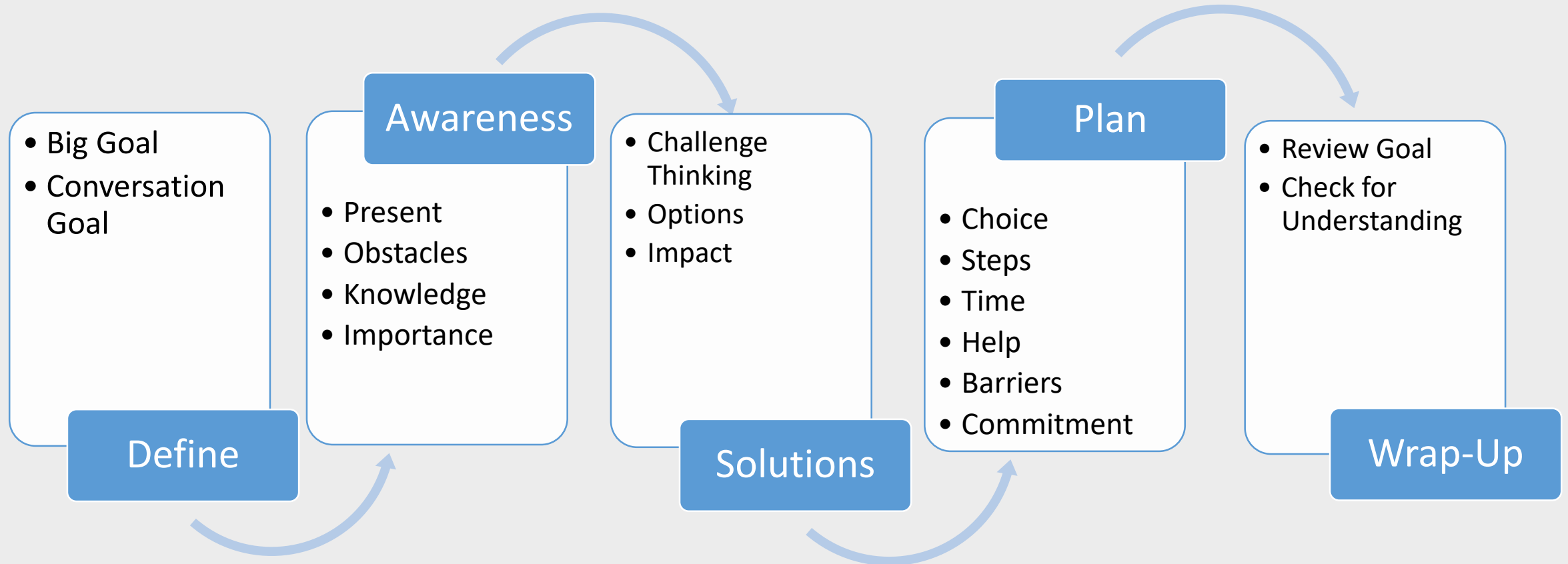
Part 1C – Coaching Process & Session Guide

- 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 steps in the coaching process
- Explain the purpose of each step in the coaching process
- Give examples of questions to ask in each of the steps of the coaching process

Process



Help the client define the problem and the focus of the coaching conversation

Step 1: Define

- Brief description of the situation
- Identify the long-term goal
- Choose goal for the current coaching session
- Explain coaching process

Step 1: Define

2 minutes

Step 1: DEFINE	Help the client define the problem and the focus of the coaching conversation
Big problem, challenge, goal	Coaching Questions What would you like to discuss today? What does the desired result look like?
Conversation goal	What do you want to focus on for the 20 minutes we have together?

Help the client develop a deeper awareness of the challenge

Step 2: Awareness

- Objective look at the situation
- Articulate assumptions
- What is the gap?
- Explore experience and knowledge
- Articulate the value

Step 2: Awareness

4 minutes

Step 2: AWARENESS	Help the client develop a deeper awareness of the problem
	Coaching Questions
Current Situation	What have you done so far towards accomplishing this goal?
Obstacles	What is getting in the way of you proceeding?
Knowledge & Experience	What strategies have you used in the past to solve a similar problem?
Importance	How will achieving this goal benefit you and/or others?

Help the client focus on solutions

Step 3: Solutions

- Challenge thinking
- Different perspectives
- Focus on solutions
- Identify importance

Step 3: Solutions

6 minutes

Step 3: SOLUTIONS	Help the client focus on solutions
	Coaching Questions
Challenge Thinking	What have you not tried yet?
Identify Options	What are your options?
Impact	What happens if you do nothing?

Help the client devise their strategy for moving forward

Step 4: Plan

- Focus on actions
- Break down actions
- Commit to a timeframe
- Identify people and other resources

Step 4: Plan

6 minutes

Step 4: PLAN	Help the client create a plan for moving forward
	Coaching Questions
Choose Option	Of all of the options and ideas you came up with, which one do you think will best help you meet your goal?
Specific Steps	Describe the specific steps you need to take to get to the desired result.
Timeline	What will you do and by when?
Help & Resources	What supports will you need to accomplish these steps? E.g. people, money, time
Barriers	What obstacles might get in your way? How will you overcome them?
Commitment	What are you committed to doing? How will you hold yourself accountable?

Help the client be ready to take action

Step 5: Wrap-up

- Review the conversation and session goal
- Tie back to the ultimate goal (bigger goal)
- Check for understanding

Step 5: Wrap-up

2 minutes

Step 5: WRAP-UP	Help the client be ready to take action
	Coaching Questions
Review Conversation Goal	Do you feel that we have accomplished the goal for today's session?
Check for Understanding	Do you have all of the information you need to get started?

Review

- Identify the steps in the coaching process
- Explain the purpose of each step in the coaching process
- Give examples of questions to ask in each of the steps of the coaching process

Additional Information

The GROW Coaching Model

Whitmore, J. (2017). *Coaching for performance fifth edition: The principles and practice of coaching and leadership*. London: John Murray Press.

- Available in 22 language (depending on edition)
- [70 Coaching Questions for Managers Using the GROW Model](#)
- [29 Coaching Questions That Can Help Increase Success](#)
- [The Questions Good Coaches Ask](#)

What's Next?

- IFLA Coach Training:
 - 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

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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>