

## Neuroscience & Resilient Leadership in Times of Change

Which of these Stress Triggers is currently causing a threat response for you?

Status \_\_\_\_\_

Certainty \_\_\_\_\_

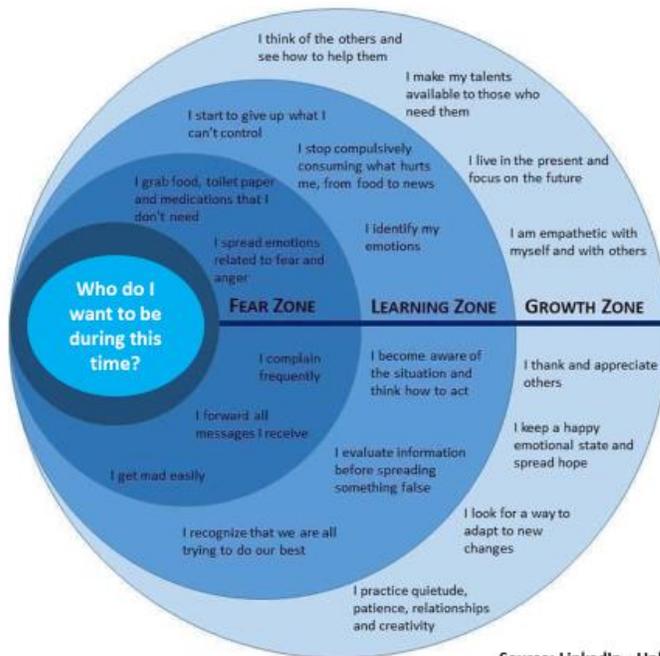
Autonomy \_\_\_\_\_

Relatedness \_\_\_\_\_

Fairness \_\_\_\_\_

(visit [www.neuroleadership.com](http://www.neuroleadership.com) to learn more about David Rock's SCARF Model)

**SHIFTING MINDSET**  
It's five years from now... What's the story we want to be able to tell about ourselves?



In five years from now, if you were telling a friend the story of how you walked through the COVID times, what would you like to tell them? (What traits did you embody? How did you grow through the challenge? What clarity emerged?)

---

---

---

---

---

---

---

If you were talking to yourself as if you were talking to a dear friend, what compassionate words of advice and encouragement would you give to yourself about walking through these challenges?

---

---

---

---

What can you create in your schedule to foster your well-being and care for yourself during these intense times?

---

---

---

---



## Increase Connection & Accountability: Embrace a Coaching Mindset as a Leader

Patricia Omoqui, CAPP, CHO & PCC  
[www.patriciaomoqui.com](http://www.patriciaomoqui.com)

PATRICIA  OMOQUI

## Gallup's 12 Questions for Engagement

1. Do I know what is expected of me at work?
2. Do I have the materials and equipment I need to do my work right?
3. At work, do I have the opportunity to do what I do best every day?
4. In the last seven days, have I received recognition or praise for doing good work?
5. Does my supervisor, or someone at work, seem to care about me as a person?
6. Is there someone at work who encourages my development?
7. At work, do my opinions seem to count?
8. Does the mission/purpose of my company make me feel my job is important?
9. Are my co-workers committed to doing quality work?
10. Do I have a best friend at work?
11. In the last six months, has someone at work talked to me about my progress?
12. This last year, have I had opportunities at work to learn and grow?

Which of the above questions could be related to coaching conversations you could have with your employees at work? (Circle the #'s that are relevant.)

### New Possibilities Emerge with A Coaching Mindset

Best in class leaders embrace a coaching mindset and consistently coach their team members so they become self-reliant and capable of solving their own problems.

Default Tendencies...	Leaders with a Coaching Mindset...
Tell people what to do	Ask what needs to be done and brainstorm options with an employee
Blame others when things go wrong	Model how to take responsibility
Do all the work	Develop others so they can do the work
Take all the credit	Give credit where it is due
Focus totally on work	Embrace a work-life balance
Withhold timely feedback	Give feedback regularly and seek input from others
Use one leadership style with all people	Adapt leadership style to meet the others' developmental needs

How would adopting more of a coaching mindset allow you to be more effective with your team? \_\_\_\_\_

---



---



---



---

## Coaching Skill 1: Coaching Presence

- Release mental distractions
- Turn off the phone, shut down the computer
- A few deep breaths to clear your mind
- Jot down any to-do's nagging your mind before the conversation
- Make eye contact
- Show up with a desire to serve
- Come in with an open spirit and a non-judgmental attitude
- Seek to understand
- Assume the best in the other person
- Believe in the possibilities and potential of the other person

---

---

---

---

### Exercise: Mindfulness Experience

What was it like to engage your senses and be mindful?

---

---

---

---

---

---

## Coaching Skill 2: Listening

### Levels of Listening

Ignoring: Making no effort to listen

Pretend Listening: Making believe or giving the appearance you are listening

Selective Listening: Hearing only the parts of the conversation that interest you

Attentive Listening: Paying attention and focusing on what the speaker says, and comparing that to your own experiences.

Empathic Listening: Listening and responding with both the heart and mind to understand the speaker's words, intent and feelings.

What levels of listening do you find yourself using at work?

---

---

---

---

---

---

---

## Listening vs. Talking in Coaching Conversations

- Assume that the other person has answers inside them
- Be curious and explore
- Follow the 80/20 rule
- Becoming a good listener takes PRACTICE

### Exercise: Listening with a Partner

What is it like when the person who listens to you is distracted? How do you feel when that happens?

---

---

---

---

---

---

---

What was it like to listen deeply?

---

---

---

---

---

---

---

### Skill 3: Powerful Questions

## Powerful Questions

- Coaching emphasizes questions and reflection above statements and opinions.
- A good question...
  - ✓ Causes the person to focus, to reflect and to stretch
  - ✓ Challenges assumptions that are taken for granted and leads to breakthrough thinking
  - ✓ Enables people to view the situation in new ways
  - ✓ Are open – starting with “what” or “how”, “who” or “when”

Copyright © 2015, All rights reserved.



# W.A.I.T = Why Am I Talking?

### Skill 3: Powerful Questions

By asking the powerful question, the coach invites the client to clarity, action, and discovery at a whole new level. As you can see from the following examples, these generally are open-ended questions that create greater possibility for expanded learning and fresh perspective.

#### Sample Powerful Questions

**Anticipation:**

What is possible?  
What if it works out exactly as you want it to?  
What is the dream?  
What is exciting to you about this?  
What is the urge?  
What does your intuition tell you?

**Assessment:**

What do you make of it?  
What do you think is best?  
How does it look to you?  
How do you feel about it?  
What resonates for you?

**Clarification:**

What do you mean?  
What does it feel like?  
What is the part that is not yet clear? Can you say more?  
What do you want?  
What else do you see?

**Elaboration:**

Can you tell me more?  
What else?

What other ideas/thoughts/ feelings do you have about it?

**Evaluation**

What is the opportunity here?  
What is the challenge?  
How does this fit with your plans/way of life/values?  
What do you think that means?  
What is your assessment?

**Example:**

What is an example?  
For instance?  
Like what? Such as?  
What would it look like?

**Exploration:**

What is here that you want to explore?  
What part of the situation have you not yet explored?  
What other angles can you think of?  
What is just one more possibility?

What are your other options?

For Instance If you could do it over again, what would you do differently?  
If it had been you, what would you have done?  
How else could a person handle this?  
If you could do anything you wanted, what would you do?

**Fun as Perspective**

What does fun mean to you?  
What was humorous about the situation?  
How can you make this more fun?  
How do you want it to be?

**History:**

What caused it?  
What led up to it?  
What have you tried so far?  
What do you make of it all?

*From: Co-Active Coaching (3rd ed.) © 2011 by Henry Kimsey-House, Karen Kimsey-House and Phillip Sandahl*

**Taking the Coaching Mindset, Skills & Process Forward**

What was your greatest take-away from today's training?

---

---

---

---

---

---

What opportunities do you see to begin to practice a coaching mindset in the workplace?

---

---

---

---

---

---

What will your next step(s) be in practicing and using these skills?

---

---

---

---

---

---

How will you remind yourself to use this information in your daily work?

---

---

---

---