Growing People while Doing the Work

Hollie Jensen and Lean Fellows
Learn key ways to understand the learner and the situation
Understand how to use the acts of coaching
Be prepared to start practicing in your work place
Partner up and introduce yourself...answer the following questions...

- Name, where you work
- What is your best coaching experience thus far, either being coached or coaching others?
A leader's job is to...

Grow their people

And achieve results (get the work done)
But how?

But how can you as a coach really dive in and understand what the learner needs?

• What is their gap?
• What do they need now to continue to grow?
• How can I discover more to help me navigate as a coach?

By deeply understanding the situation and asking, listening, observing...
What questions do you ask?
Caution!
just asking questions can lead to…
What are you trying to achieve with your question?

Telling
Leading
Suggesting

Inquiry
Growth
Building
What do you hear?
The more sentences you complete, the higher your score! The idea is to block the other guy's thoughts and express your own! That's how you win!

Conversations aren't contests!

Ok, a point for you, but I'm still ahead.
Don’t just hear...Listen
What do you see?
Real work being done in the REAL workplace
What do you learn when you see the work?
Developing capability through purposeful instruction, targeted questioning and challenging counsel to solve problems and continuously improve performance in achieving objectives.

Lean Enterprise Institute
When you have seen, asked and listened...you will know how to take the next step in coaching.

**purposeful instruction, targeted questioning and challenging counsel**
Let’s Practice!

Review the scenarios and reflect on the following questions...

✓ How is the coach more deeply understanding the learner and the situation, what behaviors do you see?
✓ What will be learned from these observations?
✓ What do you think the coach should do next?
What is **ONE** key thing you learned today and what will you **DO** with it back on the job?
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