



Solve Your Pressing Problems NOW!

Critical Conversations Made Simpler

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1

Coaching Leadership Agenda

1. Coaching Leader
2. Accountability System
3. Critical Conversation Model
4. 3 Preparation Processes
5. Brief Problem Practice

...Action Plan...

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2

Ahhh...the answers are within!



'I'm ready for greater results!'

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3

4

Bring Out the Best in People!

Coaching for Accountability is Motivational

A situation I need to handle is:

5

Coaching Leadership for Accountability

Coaching means: creating a climate of communication, mutual respect, ongoing observation, feedback, trust, and a focus on performance objectives. -Graham, Wedman & Garvin-Kester

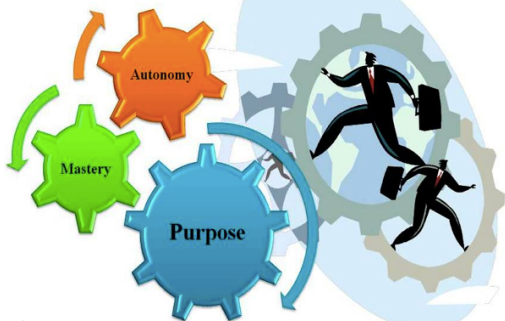
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Learning Matrix: Realistic Expectations

	Competence	Incompetence
Conscious	<p>3. Conscious - Competence ~ achieves when they can perform it reliably at will ~ will need to concentrate & think in order to perform the skill ~ not yet second nature or automatic ~ can demonstrate the skill & unlikely teach it yet ~ practice is the essential key</p>	<p>2. Conscious - Incompetence ~ person becomes aware of existence & relevance of skill ~ aware of deficiency ~ realizes improvement will improve their effectiveness ~ ideally makes a commitment to learn & practice</p>
Unconscious	<p>4. Unconscious - Competence ~ skill is so practiced that it enters the unconscious part of the brain ~ possible to multitask well as it's second nature now ~ the skill has become largely instinctual ~ periodically need to check against new standards</p>	<p>1. Unconscious - Incompetence ~ not aware of existence ~ not aware of deficiency ~ might deny relevancy ~ must become conscious of incompetence before development or learning ~ manager to demonstrate skill & benefit</p>

7

3 Drivers of Motivation Daniel Pink - 'Drive'



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8

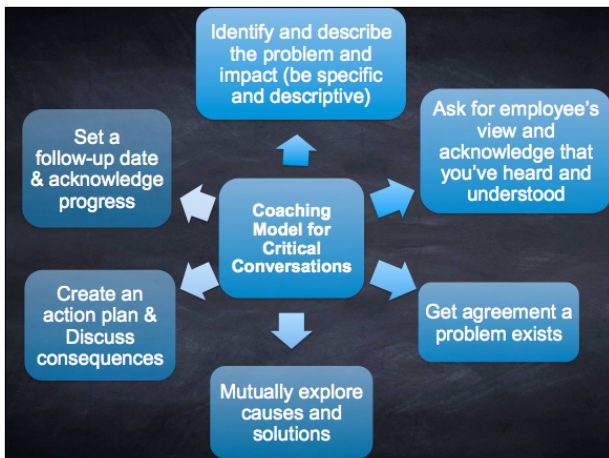
Critical Conversations



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9



Preparation for Maximum Impact: 3 Tools

10



- Background Considerations
- Mental Rehearsal
- Focus/Re-Focus

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Background Considerations

Things to think about...

11

- **Purpose:** Start with the end in mind
- **Assumptions:** Start with a beginner's mind
- **Attitude:** Start with a belief that the best possible outcome will happen
- **Perception & Feelings:** Start with emotional awareness
- **Personal History:** Start with moving beyond your trigger points

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Mental Rehearsal Checklist

12

- Imagine yourself in the difficult situation as though you are watching a movie
- Create the specific situation in your mind - get vivid and compelling
- In your mind, step into the movie and practice responding
- Mentally rehearse multiple times until you feel confident



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13

Focus / Re-Focus

The technique is to FOCUS on the emotions using your responding skills (empathy) and then RE-FOCUS the conversation back to the problem at hand - this will get the coaching discussion back on track.

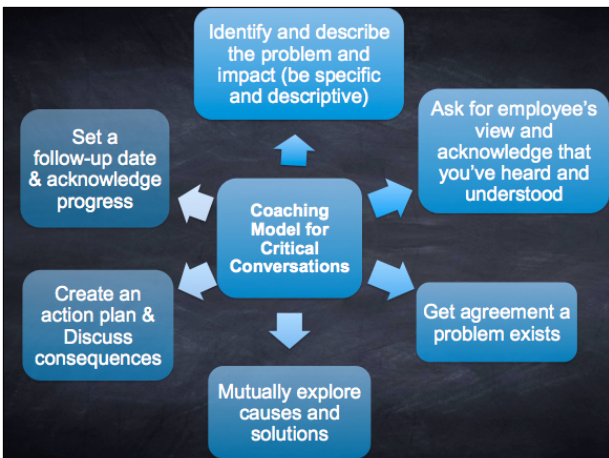


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Practice - Trio Activity

- Use Critical Conversation Model
- Practice critical conversation (Manager/Employee/Observer)
- Feedback from Observer

15



HUGE CAUTION:



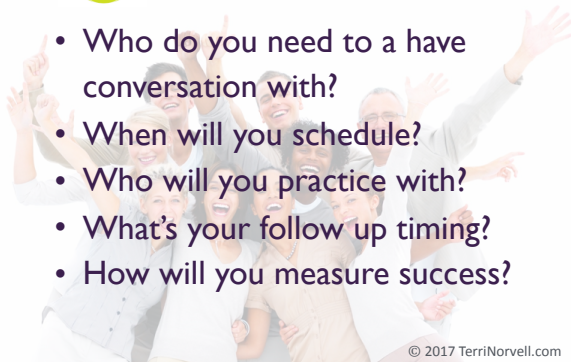
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16



Action Planning

- Who do you need to have a conversation with?
- When will you schedule?
- Who will you practice with?
- What's your follow up timing?
- How will you measure success?



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17



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18

Ahhh...the strength is within!



'I've got this!'

How committed are you to following through with your plan?

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19



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20
