

Leadership Coaching Mobilized

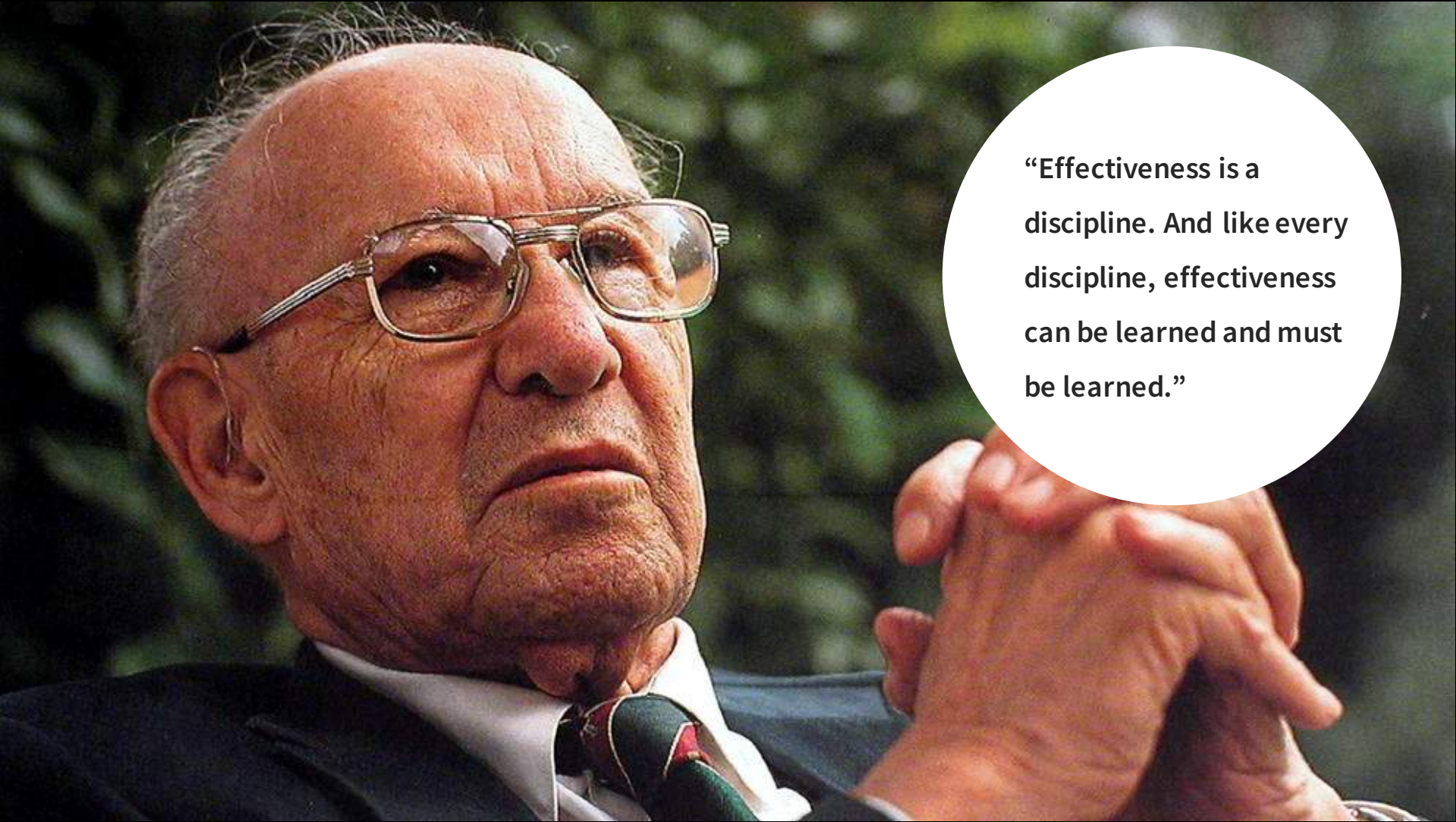


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Effectiveness Coaching. Mobilized.

ICF Capital Coaches Conference 2016





“Effectiveness is a discipline. And like every discipline, effectiveness can be learned and must be learned.”



OVERVIEW

- 1 Real Effectiveness
- 2 Top Issues Your Clients Face
- 3 2 Tools for Real Effectiveness
- 4 Your Role as Coach
- 5 Q&A



WHO WE ARE



DOUG EMERSON



MARY LEGAKIS ENGEL

Our Clients' Top Issues



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Conflict



Wasting Time



Stress

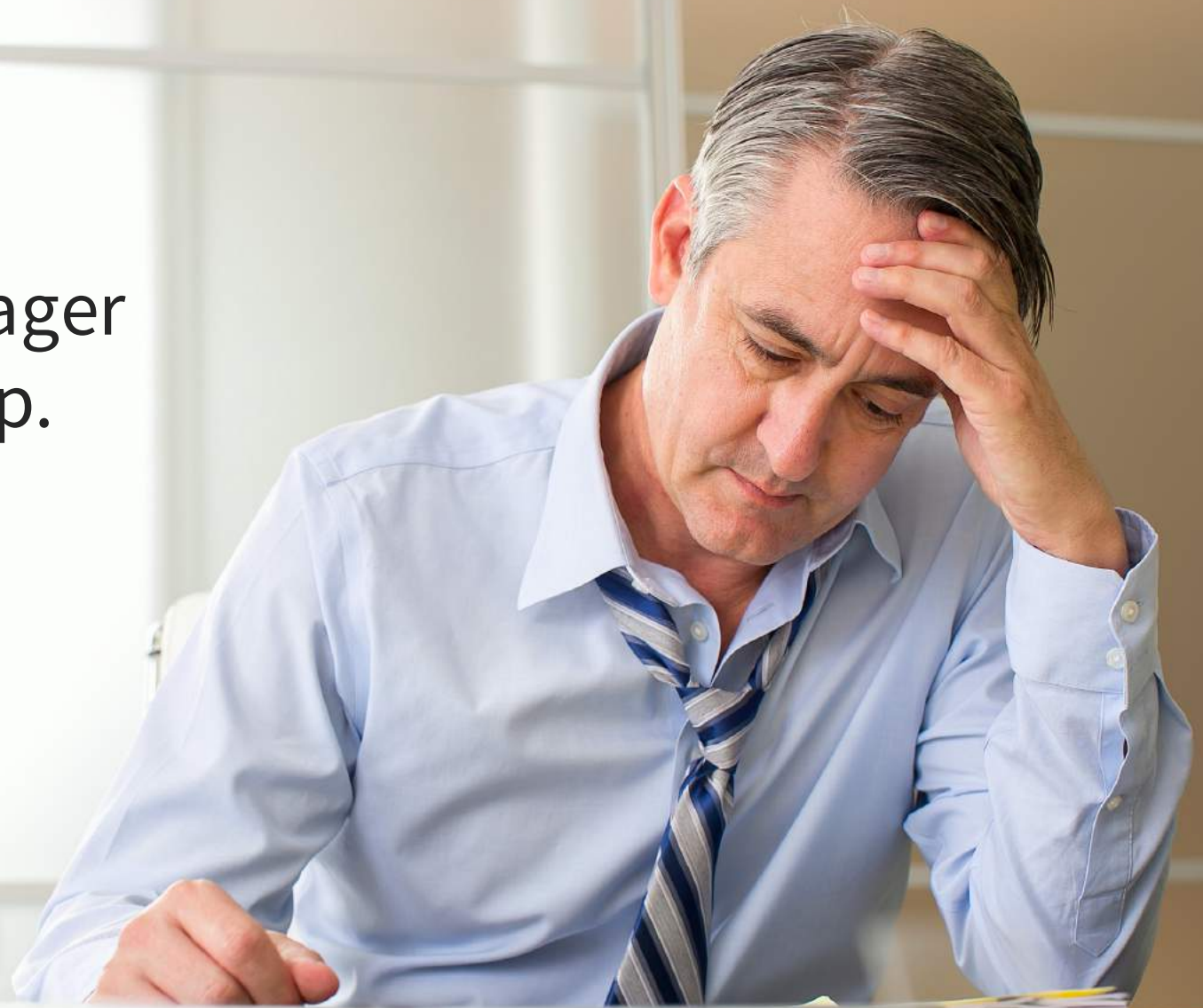




Less Effective Behavior



Every
leader-manager
needs help.





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Change

Job

Situation

Behavior

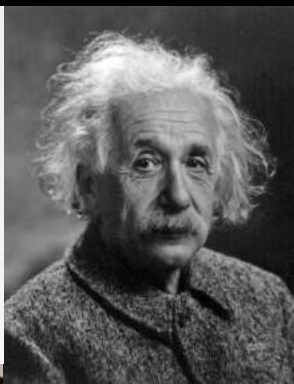
Weekly Top 5
Change Agenda

Job Effectiveness
Plan

O-Grid
Meeting Designer

3D Management
Style Profile

Real effectiveness: The extent to which a leader-manager achieves the output requirements of the job.



Real effectiveness: The extent to which a leader-manager achieves the output requirements of the job.

Apparent effectiveness: The appearance of effectiveness by observation of behavior alone.

The only way to know if
you're really effective is to
define the measurable
outputs of the job.



Tool 1: Job Effectiveness Plan



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Change

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Situation

Behavior

< Back



Well done! Your JEP is complete. You're one step closer to getting the right things done!



My Job Effectiveness Plan



1 of 5 Objectives



Customer Excellence



Survey score

FEEDBACK



Improve survey from 80% to 95% within the year



Achieved

[+ Create Action Plan](#)[+ Add to My JEP](#)



Real effectiveness





Examples of Outputs

Financial Performance

Customer Experience / Customer Satisfaction

Employee Satisfaction / Employee Effectiveness

Growth

Marketing Leads

Innovation

Activity: Your Outputs & Metrics



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Change

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< Back

Outputs



Create 4-6 Outputs that best reflect the results of your work. Keep it simple by using 1-3 words to describe each Output. Once you're done, click **Next** to define Metrics for each of your Outputs.



ADD

Customer Excellence



Employee Experience



Innovation



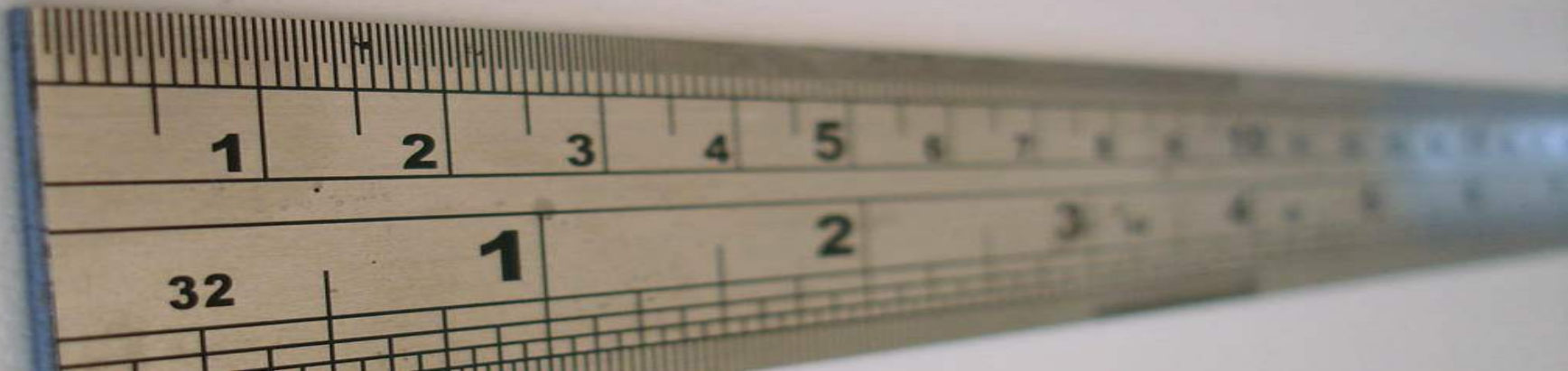
PAUSE

HELP

NEXT

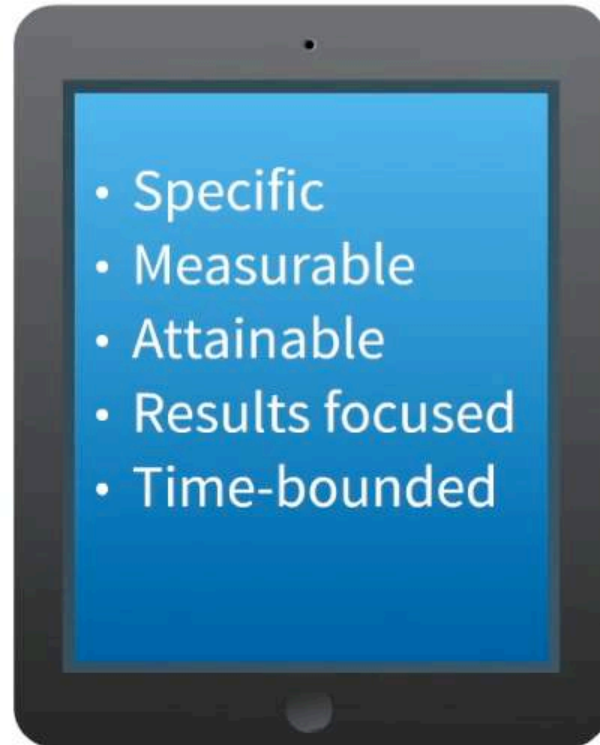


Metric: The unit of measurement used to determine performance on the output.





SMART





Out of Time



Tool 2: Meeting Plan



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MEETING PLAN

Weekly team meeting

PURPOSE

Why this meeting needs to take place:

Communication

Progress Review

Recommended Style:

Benevolent Autocrat

Administrator

TIMING

Starts:

06/28/2016 9:30 AM

Ends:

06/28/2016 9:50 AM

MEETING OWNER

Mary Legakis Engel

PARTICIPANTS

Sandy Lee, Jenny Braga

MEETING TYPE

In-person

AGENDA SUMMARY

Agenda item

Duration

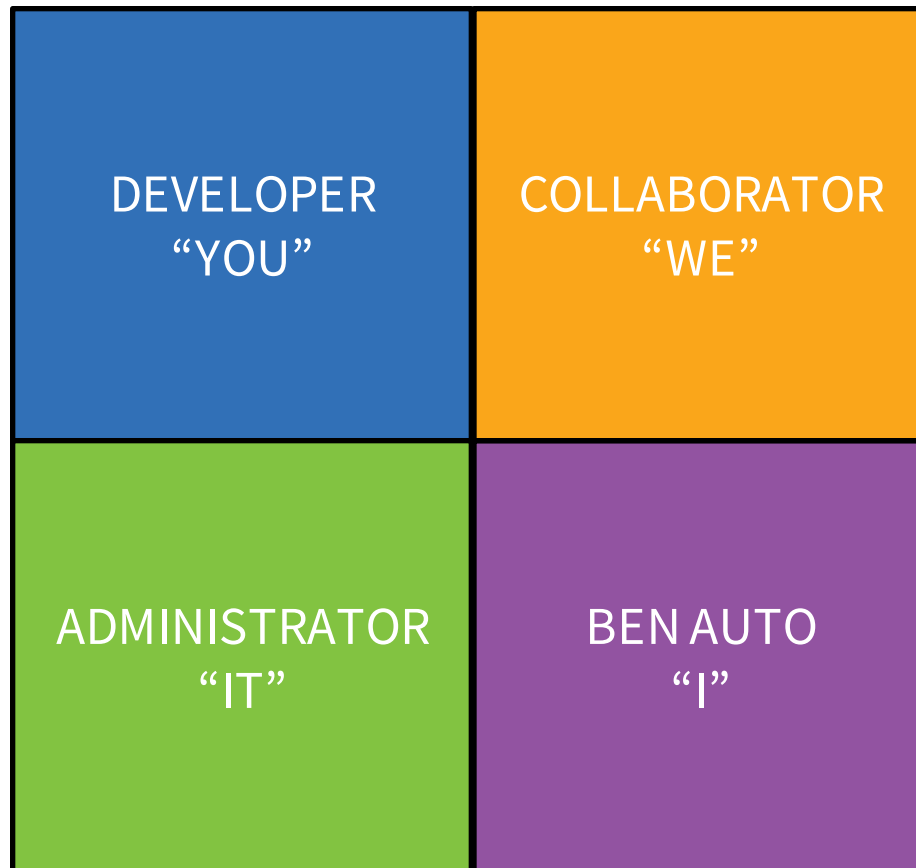
Overview

5 min.

DETAILED MEETING PROCESS



3D MANAGEMENT STYLE





COURAGE



Leader-managers would be MORE EFFECTIVE if they consistently:

- Set a few high priority objectives that measure job success
- Focus themselves and their organization on the achievement of those objectives
- Eliminate wasted time
- Use the appropriate behaviour with the people they work with

Your Role as Coach

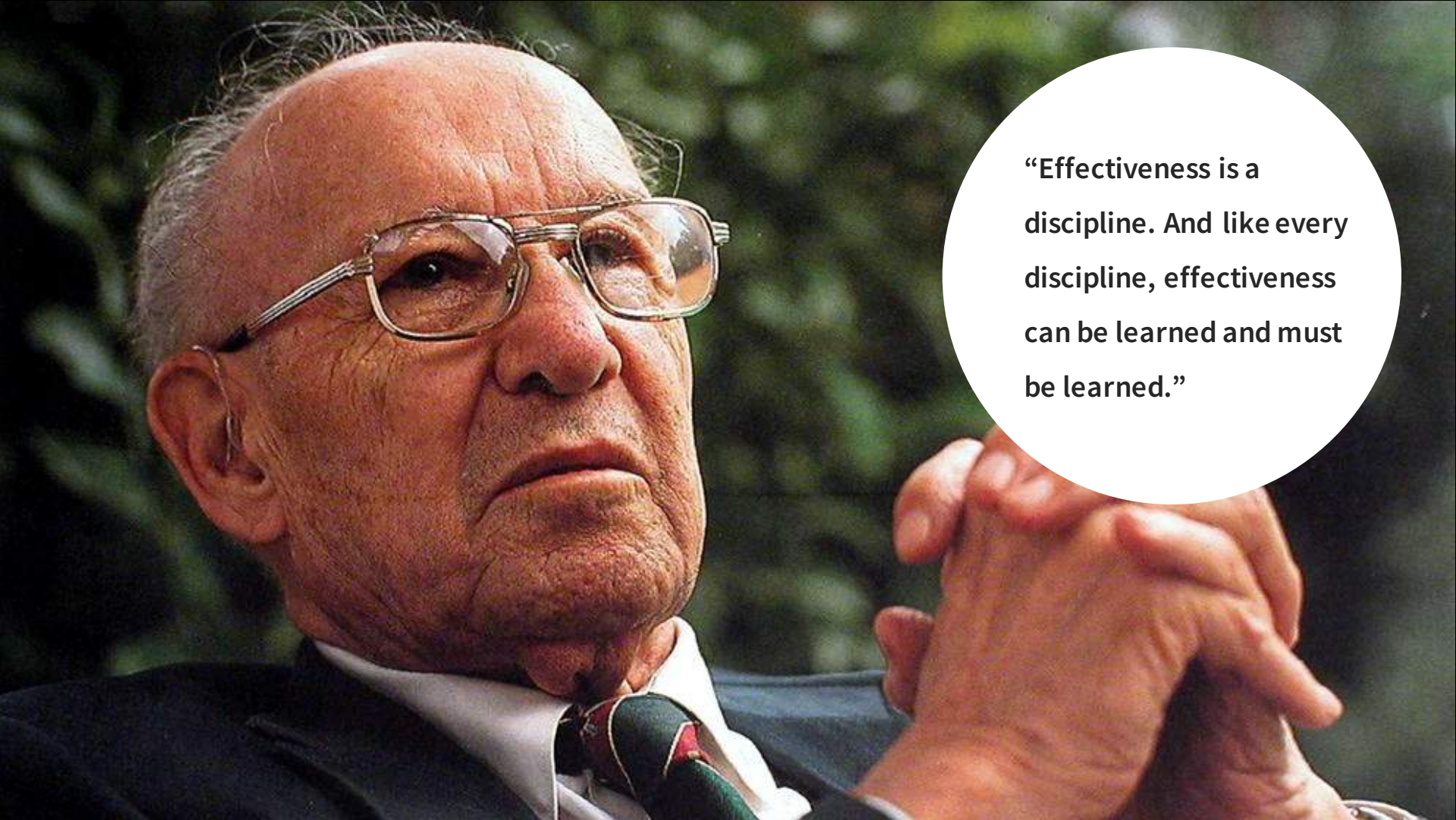


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**PROCESS
(QUESTIONS)**

**CONTENT
(ANSWERS)**



Change Agenda ?



1

Change team structure

Nov 25, 2016

COMPLETED

EDIT

2

Diversify revenue streams to reduce risk

Oct 31, 2016

COMPLETED

EDIT

3

Create Marketing strategy for financial services market

Dec 9, 2016

COMPLETED

EDIT

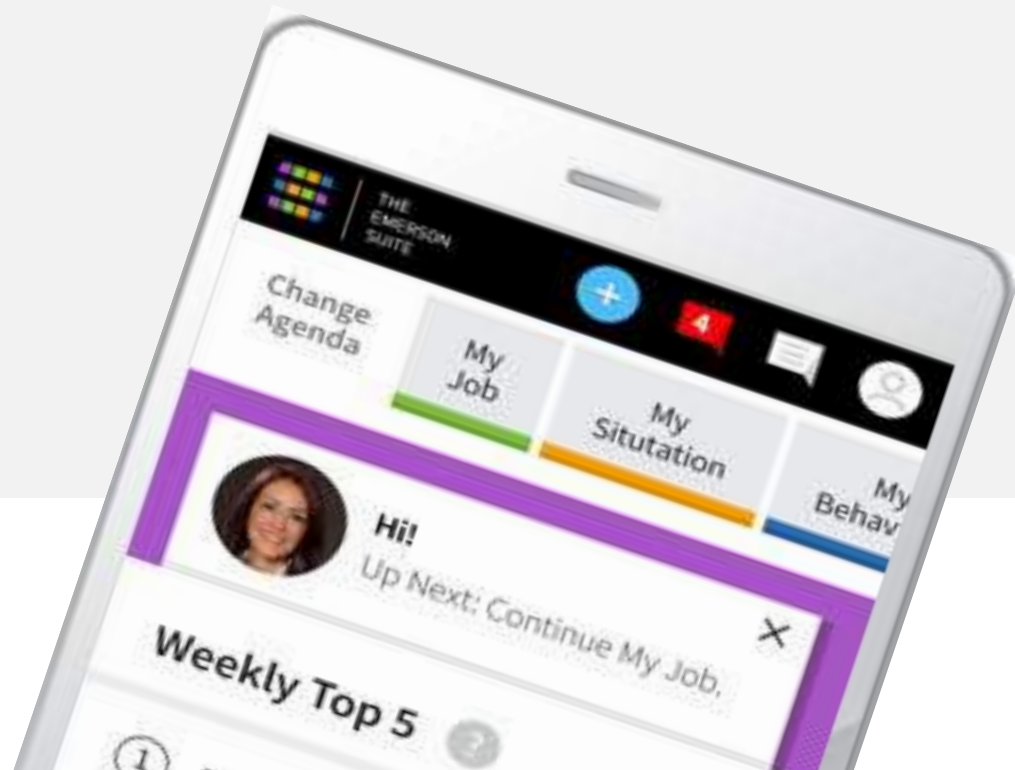
4

Customer survey analysis



LEADERSHIP COACHING MOBILIZED

- New generation of leader is mobile – everyone else is retiring soon
- More connection points – in between sessions
- Address specific needs, where your client works
- Referral sales system built into the process





SUMMARY

- 1 Effectiveness is a discipline
- 2 Outputs, not activities
- 3 Better meetings
- 4 More effective behavior
- 5 Repeatable, mobile processes

Q&A

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