



TRACK 1: COACHING ESSENTIALS NEXT STEPS

Lesson 3: Changing Lives through Coaching

1. Do research through legitimate resources and write a 1-page paper on the various ways people respond to change. Include statistical data, ethnic differences, personality, past experiences, and any other concepts you find informative on this subject.

(enter your essay on the next page)

Ways people respond to change:

2. Change Chart Worksheet

Review the Change Chart in this lesson. Start at stage 1 and walk through a transitioning time in your life. Answer these questions:

a. What were you willing to give up in stage 1?

b. What did you doubt after you made the vow to move forward in stage 2?

c. What area of comfort were you willing to sacrifice in stage 3 to move forward?

d. In your pivotal point, what made you want to go forward?

e. What did you see as your new “identity” in stage 4?

f. Why was stage 5 essential in fulfilling your calling in life?

g. As you have now called into action your plan, what was your biggest obstacle and your biggest hurdle in stage 6?

h. Are you willing to change again? Why or why not?

Case Study

The Change Agent

Kathy is the manager of her company's marketing department. She has noticed that her staff seems to be pulling in separate directions, and some members have trouble cooperating with others. She feels an exercise in team building will help her department function in a more positive and productive way.

She interviews several consultants to find the change agent she thinks will be right for what she needs. She decides on Anthony, an organizational development consultant who best answered the question, "How would you build our staff into a powerful, cohesive, effective team?"

After he is selected, Anthony meets with Kathy to discuss her team's problems and opportunities. He agrees with Kathy's assessment. They discuss specific questions to ask them. Additional data that will be collected from interviews with team members.

Anthony interviews Kathy's staff, and immediately, a number of significant problems surface. Lack of communication is identified as the most serious problem, and many of the other major issues are the direct result of the communication breakdown.

Anthony reports the general findings back to Kathy without mentioning any names. After discussing the problem and possible ways to solve it, they decided on a two-day team building retreat.

The goal of the retreat is to get the group to work through the issues that are causing the biggest problems. Before the retreat, Anthony puts together an agenda and shares it with Kathy. Upon approval, the agenda is given to all group members. Anthony purposely leaves the agenda quite open so that the group will get more involved in the problem-solving process and gain greater ownership in the process of working to achieve positive and productive change.

3. If you were Anthony, how would you coach Kathy to make the right decision for her team and her company?

4. What powerful questions would you ask her to make sure she obtains the best results?

5. What questions would you ask the team during the team-building retreat?

6. How would you suggest she follow up on the retreat to implement any changes and make them a permanent part of their culture and relationships?

7. What else do you see that you as a coach could do to help Kathy during this time of analysis and change?

8. Write a 1-page paper on Part 3 of *The Professional Coaching Handbook* by Dr. Brenda Chand.

If you've completed the assignments, save this PDF and email it to your coach.