

So. Fla. ODN Meeting
Sept. 8, 2005
Topic: Coaching

Persons Present introduced themselves: **Doug Hauger** (Macud and Gallagher Agency that does Research Recruiting. He is a Business Development Manager there); **Mike Russell** (City of West Palm Beach where he is a new Training and Development and Organizational Development Manager. From OKC); **Maxine Kamin** (Child Net in Broward – privatized, and still has own practice – Touch Consulting); **Dr. Donna Goldstein** (Corporate Psychologist with Development Assoc, International. Focuses on balance, focus and sanity for the individual and team); **Betty Hubscman** (Barry University, Director of HR); **Carol-Susan DeVaney-Wong** (DeVaney-Wong, Int'l / Organizational consulting); **Kareta Stephens** (Bank Atlantic with an OD and HRD background from FIU); Lou Shapiro (Social Work and IT, Interested in Coaching. Took CTI); **Carol Rosener** (CSR Training Partners, Inc. Facilitation of teams and strategic sessions, trainer and facilitator); **Ray Zentis** (Coaches entrepreneurs from small companies. Works with about 30 CEOs from various companies); **Reyna Day** (Property Management); **Brandon Day** (Microsoft and host for meeting. Perception Changing, Marketing, OD and Leadership / Manages projects and software development for Latin America); **Ann-Marie Norris** (Bank Atlantic – Leadership Curriculum management to Corporate Talent Management); **Nancy Zentis** (OD Consultant, Design, Train OD initiatives, Talent Management online and our distinguished president) – in seating order for a delicious meal and meeting.

Those who had models or concepts regarding Coaching shared. First was Maxine. Her model for coaching includes a person's style. If they are more comfortable with directive coaching, she **adapts more to that style** to help them. Same is true if they prefer questioning style, etc. Depending on the coachee's interest, level of capability, giving them your opinion, can be okay.

Betty Hubschman a question about what do you do with someone who is demanding and how do you coach them? Do you always provide coaching, or sometimes say "no"?

Carol-Susan provided a technique and likened it to the coach providing ingredients for a cake but no guidance. She likes to use **Kurt Lewin's Force Field Analysis** and blows up her visual tools to large poster size. This helps the kinesthetic types who like to walk around, and post post it notes. This can be used for individuals or teams. She provided a handout and said it helps the people bring their ideas from their brain to vision on the charts. It helps with personal change.

Lou Shapiro said as he analyzes and compares **therapy to coaching**, he views **therapy** as more dealing with the **past**, and **coaching** toward the **future**.

Ray Zentis said as he works with 13 CEOs who meet on a regular basis, he uses coaching and consulting and encourages them to share each other's experiences. It builds

confidence within the group. They can answer themselves, once they realize what the issues and questions are. **He works with the framework of helping people understand what they know, discover what they don't know and prepare the issues to solve the problem and evaluate the issues.**

Ann Marie said she uses **360 degree tools** for leaders and really helps them develop action plans. It is an intense, 3-hour session. She is sure to have them process their strengths as well as their development areas. She is an internal coach. She asks a lot of questions to get them talking and understand their roles, responsibilities and challenges. It helps to **converse first before getting into the details of the 360 instrument.**

She also brought a handout and reviewed **Polarity Management** and how it can **be used individually as a way of analyzing competing anxieties. She stated basically it is two needs that need to live together and how do we balance them to live in the positive.** It is a helping Mapping Device to get out what's in your head. Can be done individually or with a team.

Nancy (will email her coaching model to those who want it) uses a similar premise to **Situational Leadership** but expands it to apply and include coaching. The coachee has a spectrum of learning, etc.

Nancy also went on to share her **8 step process** which she uses with clients for **Action Learning Coaching**. She had a handout with the specific steps and gave examples of type questions. It focuses on Current, Past and Future and how to execute. Preliminary planning and coaching can take from 1 to 3 sessions.

We then paired up and used the tools for each other in roles of coach and coachee for a real business situation. Took about 30 minutes, and most pairs said they could have used more time and that it was valuable. We applied what we had just reviewed as a group.

Lucky Mike Russell won the book that Nancy and Ray generously donated: "The Mindful Coach", by Doug Silsbee.

Great meeting, location, food, and content.

Respectfully submitted,

Carol Rosener, CPF