

Growing People while Doing the Work

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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



Introductions

Who am I?

Who are we?

Who are you?

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 leaders job is to...

**Grow their
people**

**And achieve
results (get
the work
done)**



But how?

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asking
listening
observing

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What questions do you ask?



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!

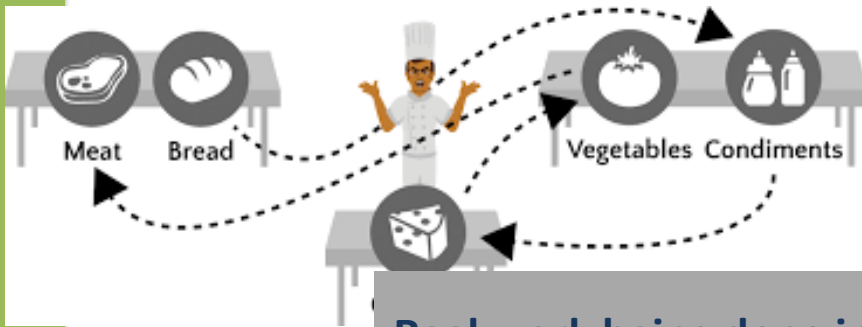




Don't just hear...Listen

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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