Supporting the Virtual Workforce

Coaching Remotely

Hosted by Brenda Lockwood, MA, CLP, PCC &
Christa Doty, LCSW, CPCC, PCC
Welcome!

This learning exchange is sponsored by:

National Child Welfare Workforce Institute
LEARNING, LEADING, CHANGING
Please respond to the poll question by selecting your answer and then clicking “submit”
Supporting the Virtual Workforce | Learning Exchange Series

- Virtual Supervision
- Workforce Well-being
- Physical, Emotional, and Psychological Safety
- Converting the Classroom from In-person to Online
- Coaching Remotely
- Using Social Media and Technology to Engage Children, Youth, and Families
Today’s Discussion

- Laying the Foundation
- Experience From the Field
- Learning Exchange of Your Questions, Resources, and Ideas
Let’s Center Ourselves
Laying the Foundation
What is coaching?

Coaching is an ongoing client-driven process, centered on solution-oriented interactions designed to increase awareness, build capacity, and achieve desired growth.

- Butler Institute for Families

Coaching is unlocking a person’s potential to help maximize their own potential to help maximize their own performance. It is helping them to learn rather than teaching them.

— Sir John Whitmore

Coaching is partnering with clients (staff) in a thought-provoking and creative process that inspires them to maximize their personal and professional potential.

- International Coach Federation
Comparing Two Coaching Models

**Performance Coaching**
- Focus is almost exclusively on actions and behaviors.
- Compliance versus compassion.
- Useful for technical challenges/changes.

**Technical Challenges/Changes** can be solved by the knowledge of experts. There is a right or wrong way of doing something.

**Developmental Coaching**
- Focus is on thoughts, assumptions, mindset, beliefs, values, and emotions that drive actions and behaviors.
- Developmental coaching affects change from the inside, compared to performance coaching, which primarily changes the outside only.
- Useful for adaptive changes/challenges.

**Adaptive Challenges/Changes** take time and often require a cultural shift. They require everyone involved to change their day to day activities, their strategies, and their preconceptions.
Being Doing Iceberg

http://www.kodawaricoaching.se/blog/doing-vs-being/
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Coaching the Whole Person

- All coaching engagements are cross-cultural.
- Be aware of cultural differences and your own biases.
- Seek to understand the cultural background and uniqueness of each coachee.
- Develop understanding of cross-cultural leadership dynamics.

Source: The Center for Creative Leadership
Handbook of Coaching in Organizations (2015)
Best Practices for Remote Coaching

• Don’t dictate the medium
• Location still matters
• Time management and homework
• Development coaching
• Deep listening
Levels of Listening

Level 1

Level 2

Level 3
Experience From the Field
Coaching Can Help...

• Reduce stress

• Process what is going on (navigating change, uncertainty)

• Find resilience and capacity, even when can’t change the external landscape

• People get unstuck and move out of fixed patterns or mindsets
The Experience of Remote Coaching
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Evaluation

Please fill out the evaluation.

We are always learning and growing and want to improve this Learning Exchange series to meet your needs.
Contact info for our Presenters:

Christa Doty
Christa.Doty@du.edu

Brenda Lockwood
Brenda.Lockwood@du.edu

Sharon Kollar
skollar@albany.edu

Margaret Bonham
margaretbonham@charter.net

Pam Green
pgreen5947@aol.com
Thank you!