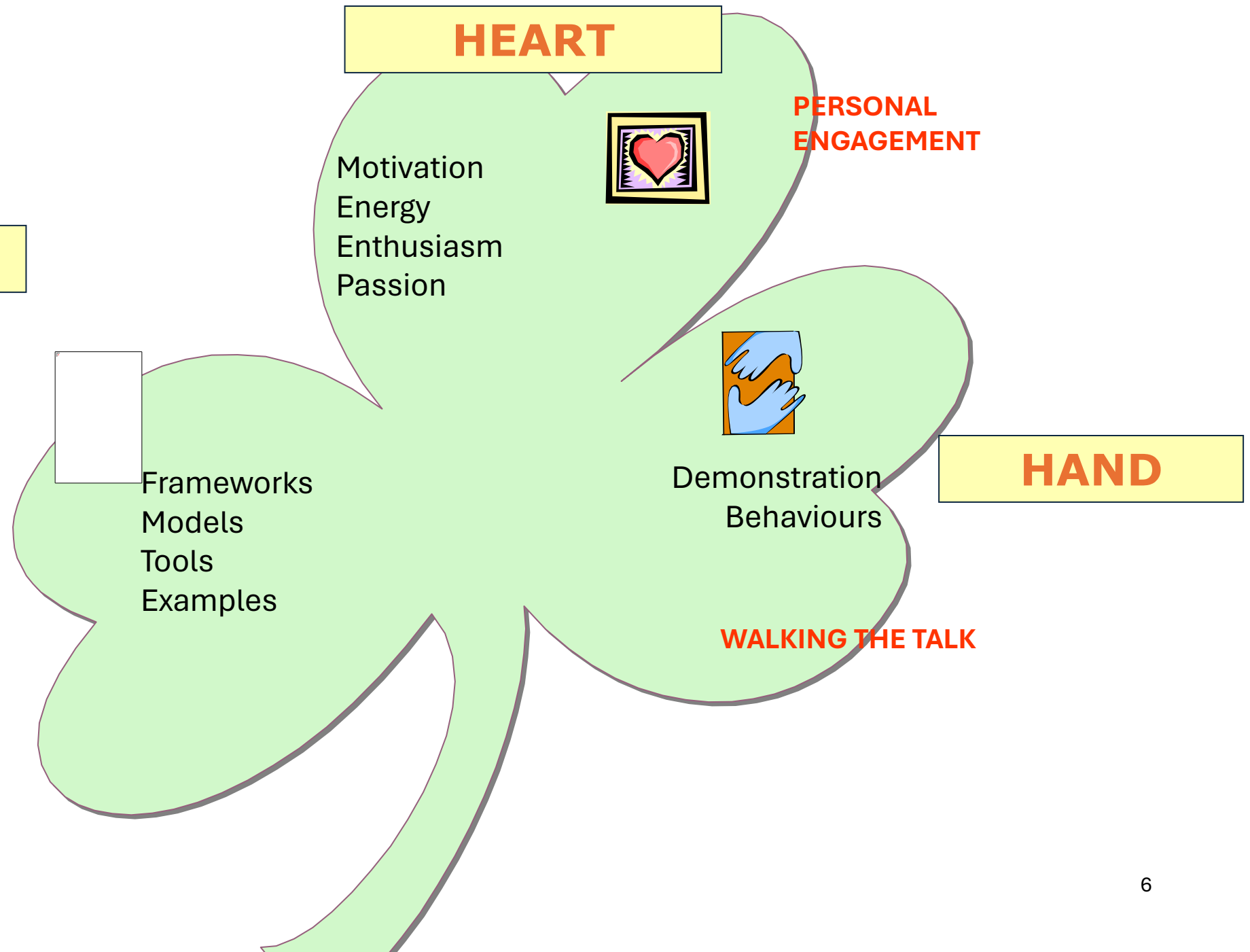


Coaching & Mentoring ?

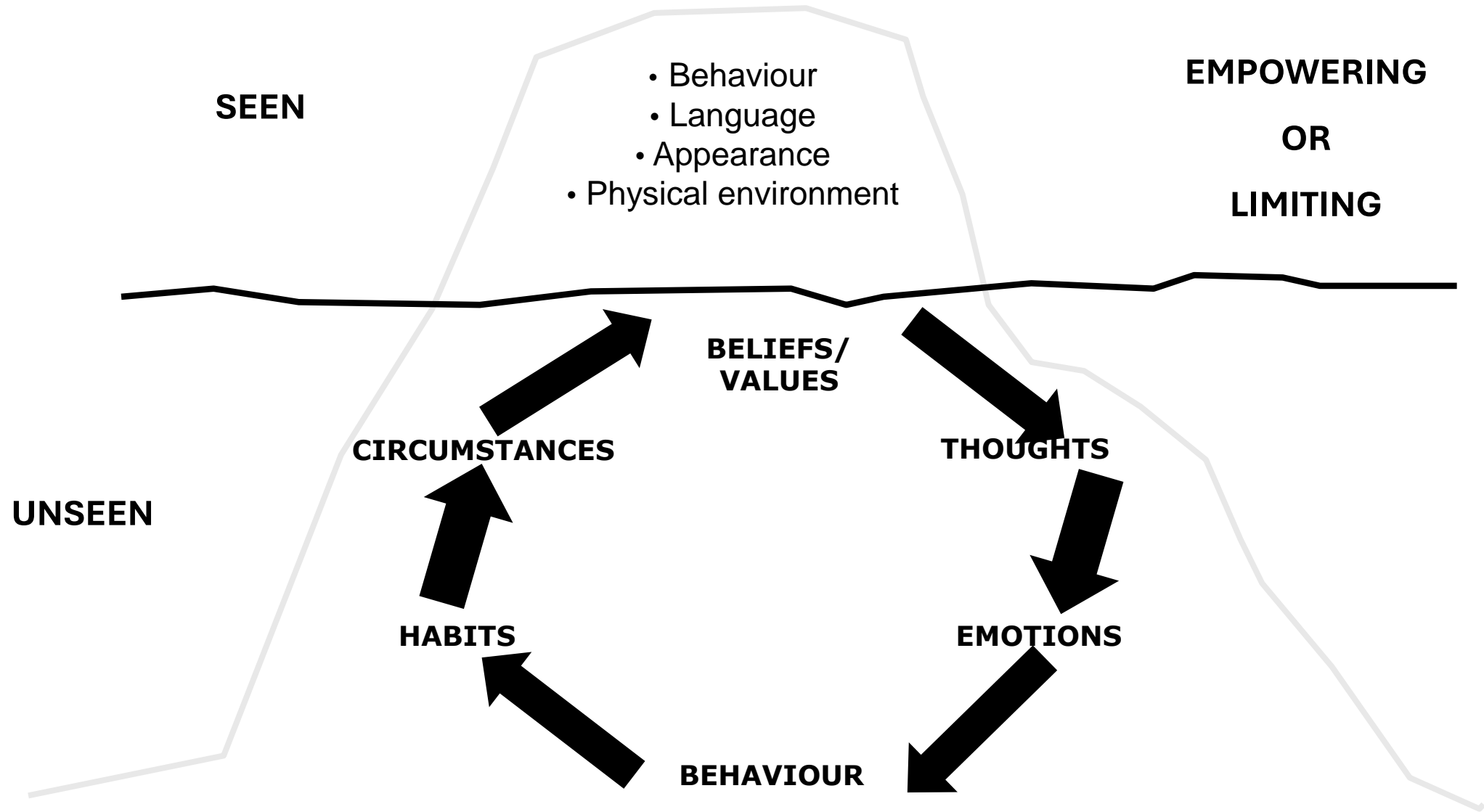
How do I
Communicate
Engage & Interact ?

HEAD

**INTELLECTUAL
UNDERSTANDING**



What is Seen to the outside world ?



**What is
Seen to
the
outside
world ?**

Skills

What I can do

Knowledge

My “reservoir” of knowledge and experience

Social role

How I see myself in society

Self-image

What I value in myself

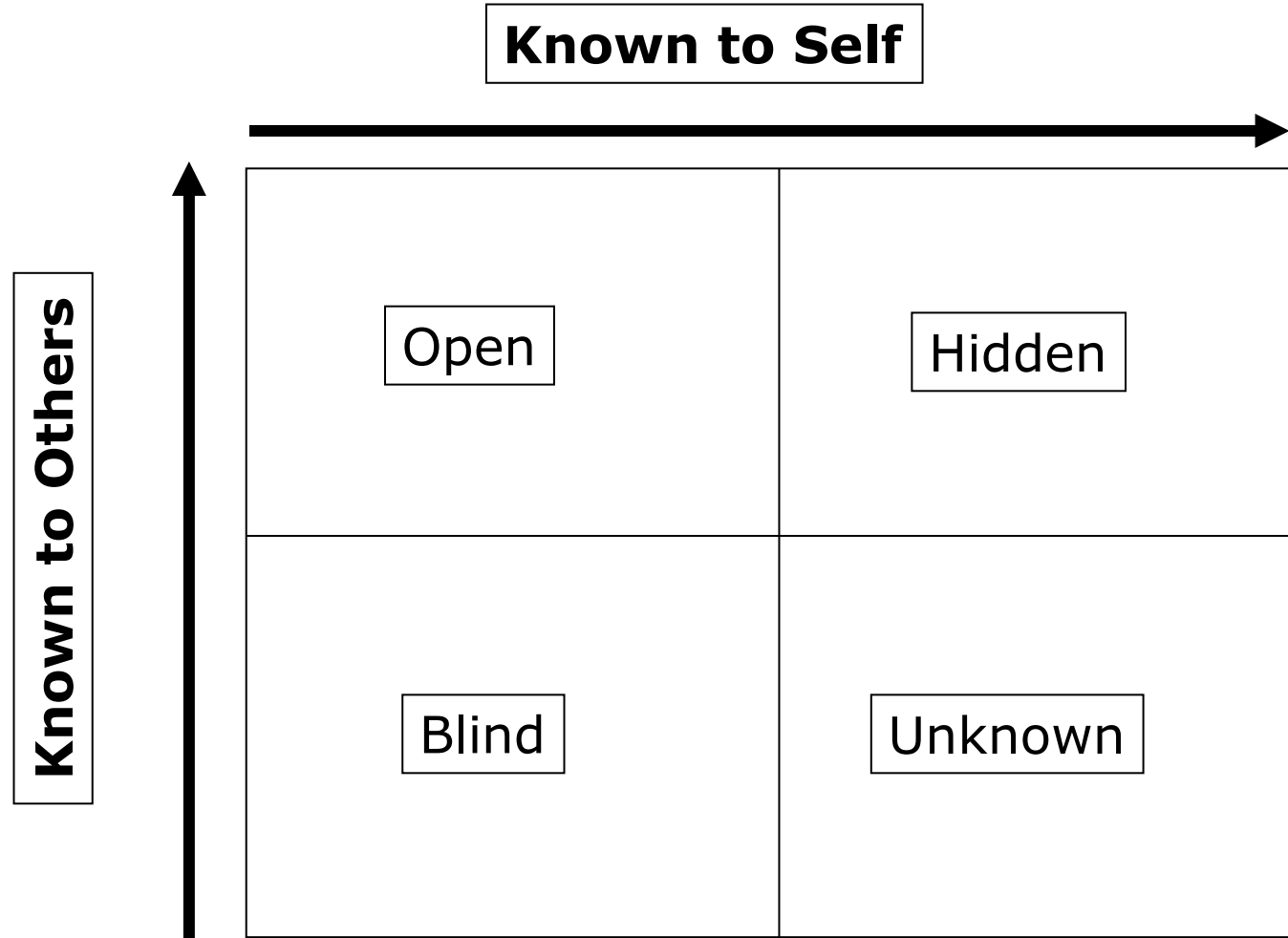
Traits

My non-conscious patterns of behaviour

Motives

What excites me

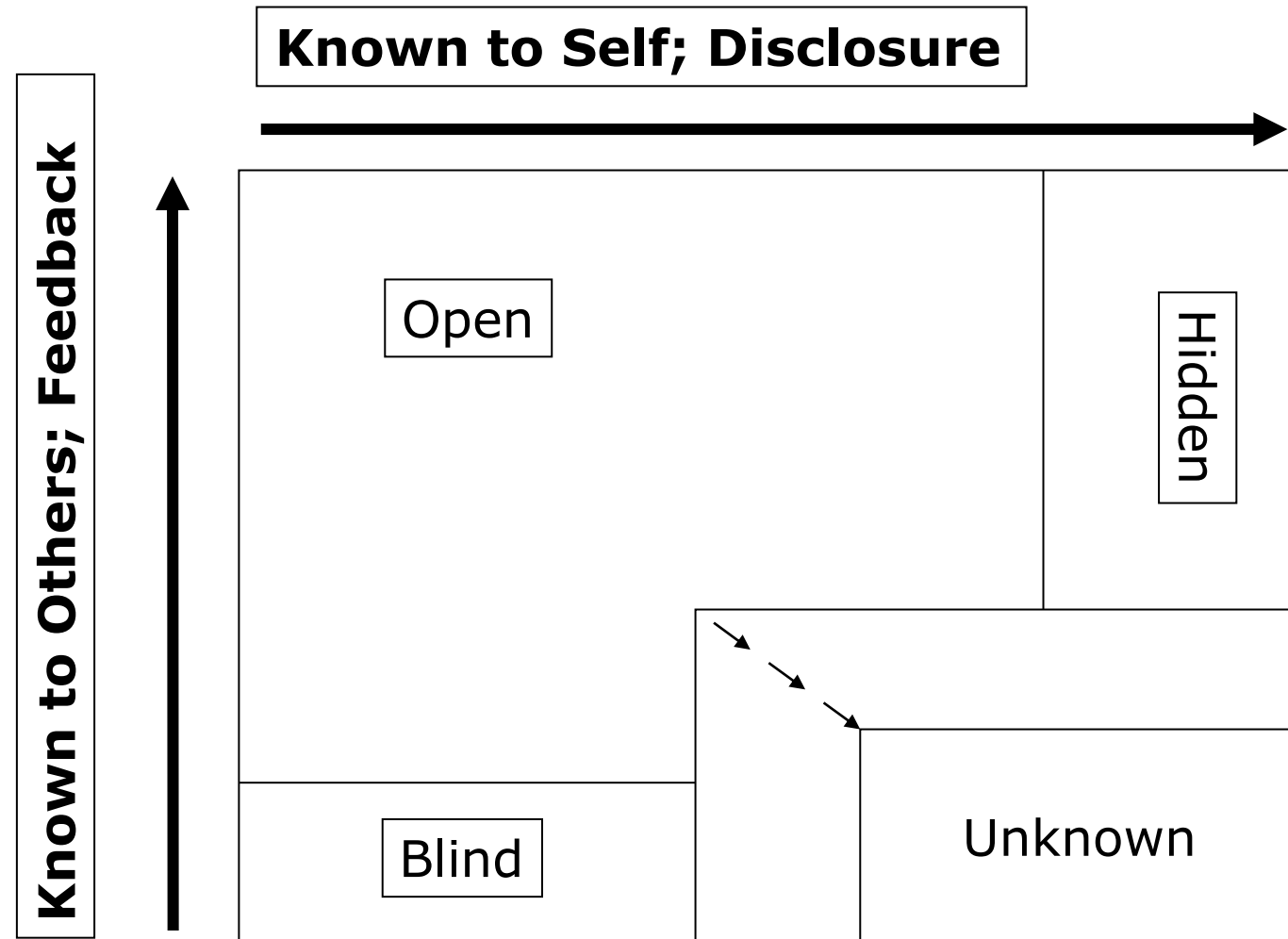
How much is known about You



Johari Window

<p><u>Open</u>: The open area is that part of our conscious self - our attitudes, behavior, motivation, values, way of life - of which we are aware and which is known to others. We move within this area with freedom. We are "open books".</p> <p>It is through disclosure and feedback that our open pane is expanded and that we gain access to the potential within us represented by the unknown pane.</p>	<p><u>Blind</u>: There are things about ourselves which we do not know, but that others can see more clearly; or things we imagine to be true of ourselves for a variety of reasons but that others do not see at all. When others say what they see (feedback), in a supportive, responsible way, and we are able to hear it; in that way we are able to test the reality of who we are and are able to grow.</p>
<p><u>Hidden</u>: Our hidden area cannot be known to others unless we disclose it. There is that which we freely keep within ourselves, and that which we retain out of fear. The degree to which we share ourselves with others (disclosure) is the degree to which we can be known.</p>	<p><u>Unknown</u>: We are more rich and complex than that which we and others know, but from time to time something happens - is felt, read, heard, dreamed - something from our unconscious is revealed. Then we "know" what we have never "known" before.</p>

How much is known about You



VIDEO

<https://www.youtube.com/watch?v=lubpXGpHXHA>

Johari Window – Self Awareness Exercise

Your own experience

Think about people who have brought out the best in you.

What did they do to bring out your best?

What personal qualities did they have?

What is Coaching ?

- “Coaching is essentially a **powerful conversation**, a dialogue between the facilitator and the individual within a **productive, result oriented context**”.
- “Coaching is a **collaborative alliance** to help the individual establish and **clarify purpose** and **goals** and to develop a **plan of action** to achieve the goals”.
- “Coaching is **specific, need-based, time bound, meaningful and measurable**”.

Coaching

The goal of coaching is not to provide direction, but to enable team members to work together to help one another find direction.

Coaching is the foundation for continuous improvement.

Coaching is a practical skill anyone can learn.

Who can be a Coach?

- Senior professional employees (e.g. Accountants, Engineers, Technicians, HR Consultants, etc.).
- Senior trade workers (e.g. Carpenters, Mechanics, Electricians, etc.).
- Senior employees from other occupations (e.g. clerical workers, etc.).
- Supervisors and Managers.
- Employees from the HR/ Training Department.

Who can be a learner?

- New employees (including professionals and trade workers) who just completed education-type training interventions i.e. qualifications.
- Employees who are busy with training interventions (e.g. qualifications, skills programmes, short courses, etc.)
- Learners who are busy with Learnerships.

What should the Coach do to identify the task that the learner must be able to perform?

- **Identify document(s) to be compiled i.e. Task summary**



Step 1

- **Consult various sources**
- **Identify**
 - **task that learners must be able to perform after coaching**
 - **related sub-tasks of task**
- **Use verbs and nouns (objects) to describe task and sub-tasks that learners must be able to perform**
- **Record identified task and sub-tasks on Task summary**



Step 2

What is the Impact of Coaching?

Research has identified many benefits of for Managers. Some of them are

- a reduced sense of isolation,
- an ability to implement new strategies effectively,
- a positive organisation climate, and
- a revitalized workforce

Characteristics of Effective Coaching

- Supportive of others
- Listens and responds with honesty while being empathetic
- Provides feedback with specific rationale
- Maintains self-esteem
- Withholds judgment by presenting facts
- Requires strong communication skills

Why coaching ?

What is the driving the demand for Executive Coaching?

- The most successful executives of today
 - Feel lonely
 - Feel anxious
 - Feel inadequate
 - Feel guilty

problems

- Leaders receive a lot of feedback (360s and ADCs)
- They need help in:
 - making meaning
 - Devising action plans
 - Implementing changes
 - Making them sustainable

Unused opportunities

Traditional support systems and solutions do not always address these issues.

*A Coaching culture
helps Managers
have powerful
conversations*

Conversations around purpose & culture

Conversation around inspiration & support

Conversations around development

Leaders shape cultures ...

... Coaching can shape good leaders

- *Coaching can help Organisations tap into the untapped potential of its employees*
- *An extremely valuable intervention in the knowledge world*
- *Coaching can help leaders act more choice fully and take responsibility for the choices they make*
- *An extremely valuable intervention in today's turbulent times!*