



COACHING TO GO

Learning tools to be used in conjunction with:

Take The Lead, Everyday Leadership Series: ENGAGEMENT by Leta Beam

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Chapter 1: From Status Quo to Status Go

The Year 1908 (What A Difference 100 Years Make)

- The average life expectancy in the US was 47 years.
- Only 14% of US homes had a bathtub.
- Only 8% of homes had a telephone. A 3 minute call from Denver to New York City cost \$11.
- There were only 8,000 cars in the US and only 144 miles of paved roads. The maximum speed limit in most cities was 10 mph.
- Alabama, Mississippi, Iowa and Tennessee were each more heavily populated than California. With a mere 1.4 million people, California was only the 21st most populous state in the Union.
- The tallest structure in the world was the Eiffel Tower.
- The average wage in the US was 22 cents/hour. The average US worker earned between \$200 and \$400/year.
- More than 95% of all births in the US took place at home.
- 90% of all US doctors had no college degree. Instead, they attended so-called medical schools, many of which were condemned in the press and identified by the government as 'substandard.'
- Sugar cost \$.04/pound. Eggs were \$.14/dozen. Coffee was \$.15/pound.
- Most women washed their hair once per month and used Borax or egg yolks for shampoo.
- Canada passed a law that prohibited poor people from entering their country for any reason.
- The five leading causes of death in the US were: (1) Pneumonia & Influenza; (2) Tuberculosis; (3) Diarrhea; (4) Heart disease; and (5) Stroke.
- The American flag had 45 stars. Arizona, New Mexico, Oklahoma, Hawaii and Alaska hadn't been admitted into the Union yet.
- The population of Las Vegas, Nevada was only 30 people.
- Crossword puzzles, canned beer and iced tea hadn't been introduced yet.
- There was no Mother's Day or Father's Day.
- Two of every 10 US adults could neither read nor write.
- Only 6% of all Americans had graduated from high school.
- Marijuana, heroin and morphine were all available over the counter at the local corner drug stores. Back then pharmacists proclaimed that, "Heroin clears the complexion, gives buoyancy to the mind, regulates the stomach & bowels and is, in fact, a perfect guardian of health."
- There were only 230 (approximate) murders in the entire US that year.

Imagine what it may be like in another 100 years!



Chapter 3: Framework of Possibility

The Rose Story

When we plant a rose seed in the earth, we notice that it is small but we do not criticize it as “rootless” and “stemless”. We treat it as a seed, giving it the water and nourishment required of a seed. When it first shoots out of the earth, we don’t condemn it as “immature” and “under-developed”; nor do we criticize the buds for not being open when they appear. We stand in wonder at the process taking place and give the plant the care that it needs at each stage of its growth. The rose is a rose from the time it is a seed to the time it dies. Within it, at all times, it contains its whole potential. It seems to be constantly in the process of change; yet at each state, at each moment, it is perfectly all right as it is.



Chapter 4: Intentionality

View the video on inattentional blindness:



Chapter 6: The Coach Leader Starter Kit

Brief Power Point on clear listening: Available for Download via Take The Lead page on www.vantage-inter.com

Brief Tom Peter's video on listening: Leadership: 4 Most Important Words

Intentional language challenge :

Focus on Clarity – Choosing the word(s) that most accurately capture your message. Avoid ambiguous words and the overuse of superlatives.

Get Clear! Exercise – Reword the following sentences to add more clarity. It is okay to supply more detail to create greater clarity.

You're taking too long to answer the phone.

The 'higher ups' never have anything positive to say.

This CQI project is a disaster.

They said to be here early for the staff meeting.

Our revenue is really low.



The Pronoun Test –

Expressing your feelings, impressions and interpretations can clarify, clear the air and improve communication. Intentionally choosing your pronouns is a key to effectiveness. Remember...

1. Avoid blaming, e.g. You made me so angry!
2. Avoid negative tone
3. Use “I” to own your thoughts and feelings
4. “They” is often a misused pronoun that lacks clarity. Who is “they?”

Language the Positive – When possible, choose words that are positive and uplifting.

Avoiding ‘Killer’ Phrases Exercise - Reword the following phrases or statements to be more encouraging and positive. Don’t change the meaning.

You may have to supply additional details to create a context. Feel free to use your imagination.

1. We’ve tried that before and it didn’t work.
2. You have to...
3. You’re obviously confused.
4. What you’re really saying is...
5. Why did you...?



Behavior vs. Judgment –

Choose words that describe a behavior instead of words that judge intent.

Describing Behavior Exercise -

Turn each of the following evaluative statements or judgments into behavioral statements. Feel free to make up details and situations to create a context.

1. Sam has a bad attitude.

Behavioral Statement:

2. Chris is difficult to get along with.

Behavioral Statement:

3. Pat is obnoxious.

Behavioral Statement:

4. Taylor is uncooperative.

Behavioral Statement:

5. Sandy is incompetent.

Behavioral Statement:



Body Language Quiz

Exercise: Reading People: What is the intended message for each of the following?
Remember to look for patterns in self and others rather than over-read isolated instances.

Leaning head or body forward – **Interested, engaged**

Steepling fingers – **Reflecting, contemplating. Signal of superiority**

Crossing arms across chest – **Half closed position**

Rubbing or touching nose - **Impatience**

Lowering head – **Embarrassment, disagreement, disengagement**

Shifting away from person speaking – **Disengagement, disagreement**

Blinking or clearing throat repeatedly – **Anxiety, nervousness**

Putting hands over mouth – **Surprise (with raised eyebrows), Holding back**

Rubbing back of neck – **Frustration**

Crossed legs, foot moving in slight kicking motion - **Impatience**

Chin in palm of hand with index finger extended along side of cheek – **Clear listening posture**

Taking on and off glasses – **Slow down conversation pace**

Tugging ear – **Desire to interrupt**

Sitting with ankles locked and fists clenched – **Full closed position**

Holding head in palm of hand – **Fatigue, overwhelm, frustration**



Chapter 7: Building Coach Leader Strength and Confidence

Read the article: In Celebration of the Incomplete Leader

Read the article: The Acceleration Trap

Read the article: Goals Gone Wild

