



# **F10 Communicating and Coaching: Strategies for Achieving Extraordinary Outcomes with Families and Staff**

*Christine Mattos*

**Salon 2**

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The biggest communication problem is we do not listen to understand.  
We listen to reply.

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If you don't know where you are going, any road will take you there.

▪ Cheshire Cat



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## Exploration of Appreciative Inquiry as a Strategy

- Suggests that we start with what is working.
- Deliberately seeks to discover people's exceptionalality – their unique gifts, strengths and qualities.



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**“What if everyone was asked to speak about their vision of the true, the good, and the possible?”**

**Appreciative Inquiry builds momentum and success because it believes in people. It really is an invitation to a positive revolution.**

**The goal is to discover in all human beings the exceptional and the essential—to create organizations (and family systems) that are in full voice!”**



Cooperrider, D.L. et. al. (Eds) , Lessons from the Field: Applying Appreciative Inquiry, Thin Book Publishing, 2001, page 12.

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“With our dreams and aspirations, we find our opportunities.”

Sue Ebaugh: <https://jacquelynchen.wordpress.com/2014/01/17/within-our-dreams-and-aspirations-we-find-our-opportunities-sue-ebaugh/>

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## What Possibilities Do You See for Use of Appreciative Inquiry with Our Staff and Families?



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## Levels of Listening:



- Level 1: Internal: listening to the sound of our own inner voices
- Level 2: Focused: there is a hard focus, like a laser, from person to person
- Level 3: Global: there is a softer focus and listening takes in everything between you and others

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## What Really Is a Goal?



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## What Would Become Possible If This Became the Definition We Create When Creating Goals With Families and Staff?

Goal=An object or aim toward which play (and/or effort) is directed.



Webster's Dictionary: [www.merriam-webster.com/dictionary/goal](http://www.merriam-webster.com/dictionary/goal)

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## Best Practices to Consider When Goal Setting

- 1) Make sure the goal you are working for is something you really want, not just something that sounds good.
- 2) A goal can not contradict any of our other goals.
- 3) Develop the goal in a relevant area.
- 4) Write your goal in the positive instead of the negative.
- 5) Write your goal out in complete detail.
- 6) By all means, make sure our goal is high enough.
- 7) Write down our goals.



Gene Donohue: <http://topachievement.com/goalsetting.html>

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**Please write Down a SMART Goal for Your Work With a Family or Staff Person that Inspires You (and Might Even Inspire That Person).**

**Share With A Partner (Using This Definition) and Invite Feedback...**

**Then, reciprocate.**



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**SO, WHAT AM I  
TAKING AWAY NOW  
ABOUT SUPPORTING  
FAMILIES AND STAFF IN  
ACHIEVING OUTCOMES  
THROUGH THE USE OF  
THESE COACHING  
TECHNIQUES?**



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## **Pulling Together the Pieces...**

- How Do We Communicate?
- Exploration of Appreciative Inquiry
- Distinguishing Levels of Listening
- How May We Set Meaningful Goals?
- How Will We Now Communicate to Achieve Intended Outcomes?



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**What Might You Consider a Most Useful Secret For Creating, Sustaining and Deepening the Quality of Relationships and Achieving Desired Outcomes With Families and Staff?**



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**Authentically Connect and Get Present With People.**



**Listen and Then Respond With Care...**

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Thank You For Your Participation!

- What Will You Implement Next, With Whom and By When?



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**What Occurs in These Types of Conversations Currently for Me?**

When I am:

- Telling People What to Do \_\_\_\_\_
- Exploring Ideas \_\_\_\_\_
- Asking Questions and Listening? \_\_\_\_\_

**Turn To A Partner and Share Responses to Bullets #2 and #4:**

1. How do you communicate?
2. **How do people tend to receive you/your communication (when you are telling, exploring, asking and/or listening)?**

\_\_\_\_\_

3. What's working well?
4. **What communication-related challenges, if any, do you wish to overcome?**

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\_\_\_\_\_  
\_\_\_\_\_

"If you don't know where you are going, any road will take you there."-Cheshire Cat







### **Levels of Listening:**

- Level 1: Internal: listening to the sound of our own inner voices
- Level 2: Focused: there is a hard focus, like a laser, from person to person
- Level 3: Global: there is a softer focus and listening takes in everything between you and others

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**How might noticing when I am listening at each level impact the quality of the conversations I have with staff and/or families—how might this impact our achievement of outcomes together?**

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## What Really Are Goals?

Goal=An object or aim toward which play (and/or effort) is directed.

--Webster's Dictionary: [www.merriam-webster.com/dictionary/goal](http://www.merriam-webster.com/dictionary/goal)

**What could become possible if this became the definition we created when designing goals with families and staff?**

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## Best Practices to Consider When Goal Setting

- 1) Make sure the goal you are working for is something you really want, not just something that sounds good.
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- 5) Write the goal out in complete detail.
- 6) By all means, make sure our goal is high enough.
- 7) Write down the goal.

**Please write down a SMART goal (Specific, Measurable, Achievable, Relevant and Time-Bound) for your work with a family or staff person that inspires you (and might even inspire that person).**

(Definition used in Maria Nemeth's Energy of Money book,

[https://books.google.com/books?id=yP6rHLya2\\_kC&pg=PA96&lpg=PA96&dq=smart+goal+maria+nemeth&source=bl&ots=FVMtt4\\_vll&sig=prcGHp5vbdYNSjAo1zKePiHpTsk&hl=en&sa=X&ved=0ahUKEwiLk4\\_foYXNAhVH82MKHReBAnAQ6AEIHjAB#v=onepage&q=smart%20goal%20maria%20nemeth&f=false](https://books.google.com/books?id=yP6rHLya2_kC&pg=PA96&lpg=PA96&dq=smart+goal+maria+nemeth&source=bl&ots=FVMtt4_vll&sig=prcGHp5vbdYNSjAo1zKePiHpTsk&hl=en&sa=X&ved=0ahUKEwiLk4_foYXNAhVH82MKHReBAnAQ6AEIHjAB#v=onepage&q=smart%20goal%20maria%20nemeth&f=false))

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**Share with a partner (using this definition) and invite feedback...  
Then, reciprocate.**

**So, what am I taking away now about supporting families and staff in achieving outcomes through the use of these coaching-related techniques?**

- Pulling Together the Pieces...
- How Do We Communicate?
- Exploration of Appreciative Inquiry
- Distinguishing Levels of Listening
- How May We Set Meaningful Goals?
- How Will We Now Communicate to Achieve Intended Outcomes?

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**What do I consider a most useful 'secret to success' for creating, sustaining and deepening the quality of relationships and achieving desired outcomes with families and staff?**

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