



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

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Salon 2

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

Friday, June 17, 2016
10:30 a.m.-12:00 p.m.



Presented by Christine Mattos, MSOD, PCC Leadership Coach, UC Davis Extension

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Objectives



- Consider optimal effectiveness for outcome achievement between telling, exploring and asking/listening
- Create possibilities around applying appreciative inquiry philosophies toward achievement of meaningful and intended outcomes
- Assess and potentially modify language and/or listening patterns
- Describe strategies to master the challenges of creating meaningful goals

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Agenda

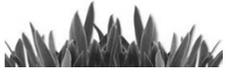
- How Do We Communicate?
- Exploration of Appreciative Inquiry
- Distinguishing Levels of Listening
- How Might We Set Meaningful Goals?
- How Will We Now Communicate to Achieve Intended Outcomes?



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HOW DO WE COMMUNICATE?



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What Occurs in These Types of Conversations Currently for You?

- When I am:
 - Telling People What to Do
 - Exploring Ideas
 - Asking Questions and Listening?



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

- How do you communicate?
- How do people tend to receive your communication (when you are telling, exploring, asking and/or listening)?
- What's working well?
- What communication-related challenges, if any, do you wish to overcome?



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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

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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.



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



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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Communicating and Coaching:

Strategies for Achieving Extraordinary Outcomes with Families and Staff

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? _____

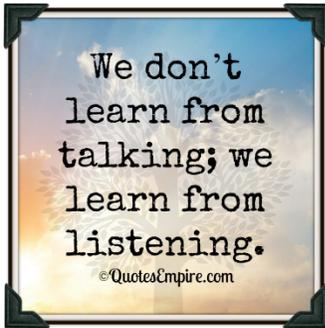
Turn To A Partner and Share Responses to Bullets #2 and #4:

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?**

“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?



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

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

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 the goal in the positive instead of the negative.
- 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=FMtt4_vll&sig=prcGHp5vbdYNSjAo1zKePiHpTsk&hl=en&sa=X&ved=0ahUKEwiLk4_foYXNAhVH82MKHReBAnAQ6AEIHjAB#v=onepage&q=smart%20goal%20maria%20nemeth&f=false)

**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?

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?

