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The Intersection of **Coaching** + Potential

Expanding the Coaching Conversation to Teams and Groups – Virtually!

Jennifer Britton, MES, PCC, CPCC, BCC,

GroupCoachingEssentials | EffectiveVirtualConversations

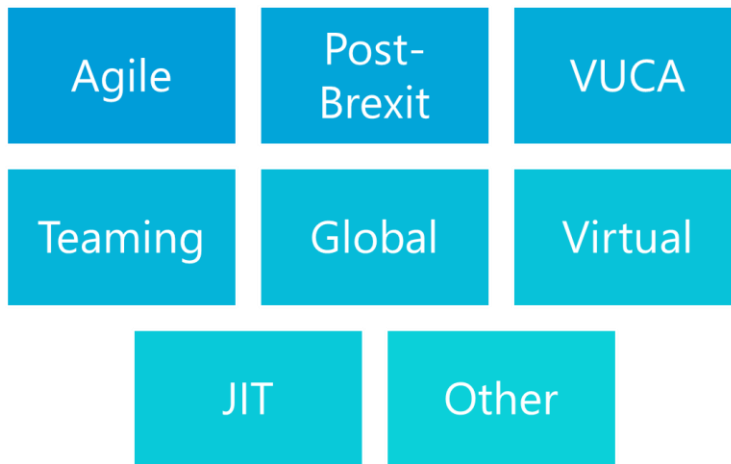
ICF Converge 2017

Overview of Our Session:

- Explore best practices for designing and implementing team and group coaching, virtually
- Identify core considerations for boosting engagement, connection and trust in virtual group and team realms
- Acquire and experience six different approaches they can use in your virtual programming
- Develop an action plan to take forward with your work with clients

What does expanding the coaching conversation to groups and teams look like *for you? Virtually?*

Current Trends /Context for Group and Team Coaching



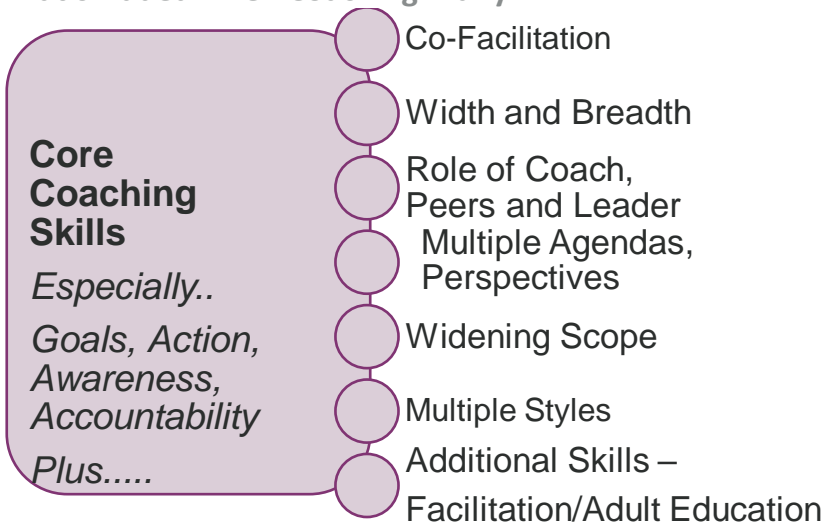
What trends and themes do you see influencing group and team coaching?

Group Coaching	Team Coaching

Best Practices for Team and Group Coaching

- Agreements
- Less is more
- Pre- and post- work (especially virtual programs)
- A variety of approaches to draw upon
- A variety of tools to support articulation of focus
- Leveraging focus on measurement
- Small is beautiful!
- It takes time

What's Added when Coaching Many



Source: From One to Many: Best Practices for Team and Group Coaching, Britton, 2014.

Best Practices – Virtual

- P Preparation and Practice
- E Expectations
- B Breakouts
- B Brain-based
- L Less is More
- L Loop back/Link back to the Workplace
- E Expect the Unexpected
- S Set People up for Success
- E Embrace the Chaos
- T Tools and Resources
- C Clarity

Source: Effective Virtual Conversations, Chapter 5, Britton

Setting People up for Success - Virtually

In setting people up for success virtually, consider these questions:

- What barriers will people face in their learning process or discussion? It could be that technology might get in the way, it could be lack of clarity.
- What pre-work will support people being ready to learn?
- What goals are people wanting to work on?
- What accountability will sustain the conversation?
- What other things are going to set people up for success?

What's different? (Virtual vs In-person)

Pace

Interactivity

Connection and Trust

Diverse perspectives

Visual Cues

TRIAD of Essential Elements: Trust, Connection and Safety

(Excerpt: Effective Virtual Conversations, Britton, 2017)

Table Group Work

What are 4 things you can do to boost TRUST, CONNECTION OR SAFETY?

- 1.
- 2.
- 3.
- 4.

Building Connection Virtually

- Breakouts
- Video Streaming
- Pre-calls
- Buddies/Peer Partners
- Introductions

Creating Safety – Virtually!

- Clarity in terms of the purpose of the call, what the call is for, end results and what is expected of them (input, interaction etc).
- Co-creating shared Group or Team Agreements or Ways of Working—how are we going to operate together?
- Having a roadmap—knowing where you are going.
- Providing an opportunity for all group members to voice concerns.
- Connecting with others in a deeper way.

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- Connecting with the facilitator or leader of the call.
- Using language and word choice and approaches which are appropriate for the conversation space.
- Using a platform that is appropriate for the context, and providing instructions on how to access it before the conversation if people are new to it.
- Providing materials which support the learner in moving forward (Job Aids, Discussion Guides).
- Connecting learning and conversations to those in the environment.

(Excerpt: Effective Virtual Conversations, Britton, 2017)

Building Trust

- Walk the talk
- Be fair
- Provide clear communication
- Build on strengths
- Take ownership for what works and what doesn't
- Clarify expectations
- Connect people
- Confidentiality—a safe space to connect
- Clarify process—let people know what they can expect
- Set people up for success with pre-work and follow-up

(Excerpt: Effective Virtual Conversations, 2017)

Group Coaching Start Up

Team Coaching Start Up

Tools We have covered:

1. Virtual Table
2. One Page Plan
3. Breakouts
4. Visual Cards

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- 5. Annotation – Kinesthetic
- 6. MindMapping

Stretch points for coaches new to team and group coaching



Team Coaching:	Group Coaching:	Both:
Following the various layers of dynamics (interpersonal/roles/history) Understanding the dynamics of teams Having a variety of approaches	Being able to work with different styles Finding common ground (Dotmocracy)	Managing Tricky Issues Virtual Agility

Resources

Books:

- Britton, Jennifer. *Effective Group Coaching*, Wiley, 2010.
- Britton, Jennifer. *From One to Many: Best Practices for Team and Group Coaching*, Jossey-Bass, 2013.
- Britton, Jennifer. *Effective Virtual Conversations, 2017* (Available in May)
- Clutterbuck, David. *Coaching the Team At Work*, 2007
- Cockerham, Ginger. *Group Coaching Blueprint*. 2011
- Fogelberg, Fredrik and Jude Tavanyar et al *Live Connections: Virtual Facilitation for High Engagement and Powerful Learning*, Nomadic, 2015.
- Hawkins, Peter. *Leadership Team Coaching*, 2011.
- Thornton, Christine. *Group and Team Coaching*. 2010

Be sure to check out many of the resources mentioned in today’s session at <http://www.effectivevirtualconversations.com/icfconverge.html>

	For more information, please contact Jennifer Britton, MES, CPT, PCC, CHRP at 416.996.TEAM (8326).		
	www.potentialsrealized.com www.EffectiveVirtualConversations.com www.From12Many.com	Twitter: @jennbritton	
info@potentialsrealized.com			