

# IMPACT By Coaching



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## The HEART of Coaching

Take a look at the business landscape. It has significantly changed and people are looking for answers to life's pressing issues. Technology continues to drive change. I am now linked on **Face Book, Linked In or Twitter**; the new order of social networking. While global competition continues to drive the marketplace in an era of "indefinite economic impact", **the real change is the condition of re-engineering, downsizing, right sizing, mergers, or bankruptcies' on our psyche.**

Stress levels are extremely high and everyone wants an "answer". In many organizations, high performance is not only required, it is the minimum to remain viable during one of our country's most challenging state of affairs.

How do you respond to these pressures with people that are growing **more tired with news from Wall Street and Congress every day?** How do you stay on top of your game with pressures inside and outside of the organization? I suggest you coach with **HEART.**

I have made it a practice to ask a question that focuses on one want or desire in 2009. Focusing on a tangible that can be attained and satisfy a heart's desire helps us to manage the daily reports from CNN, Fox, and CNBC with less upset.

Clients have expressed desires such as :

- Redecorating the bedroom
- Taking dance lessons with spouse
- Finding a baseball with signatures of a team
- Participating in a 150 mile charity bike ride

My clients want to find and connect with a purpose during a time that challenges all of us. Helping people create a plan connects you to the

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same sense of purpose for yourself. The heart of coaching is risking – sharing your values, lessons learned, fears for the future, and supporting others in times of stress or loss.

Here is a simple **HEART approach** that if adopted will have a positive impact on your coaching.

**H - Honor the issue.** This means listening fully when hearing new ideas, sharing opinions or opposite views

**E - is Enthusiasm.** Generate excitement for a desire with actions that are simple and easily taken. Success creates energy!

**A- Ask questions.** It's all about them. Make sure you are asking pertinent questions; not "nosey" questions.

**R- Respect the issue.** It's okay to share lessons learned, but refrain from telling people how to do it. Making mistakes is part of learning.

**T- Touch back.** Show interest by asking how the plan is coming along. Indicate support, not judgment. It helps to know others care.

Coaching **from the HEART nurtures** and strengthens relationships. Make your sessions heartfelt!

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