

## Expanding the Coaching Conversation and Coach Training to Teams and Groups - Virtually

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### Overview of our Session

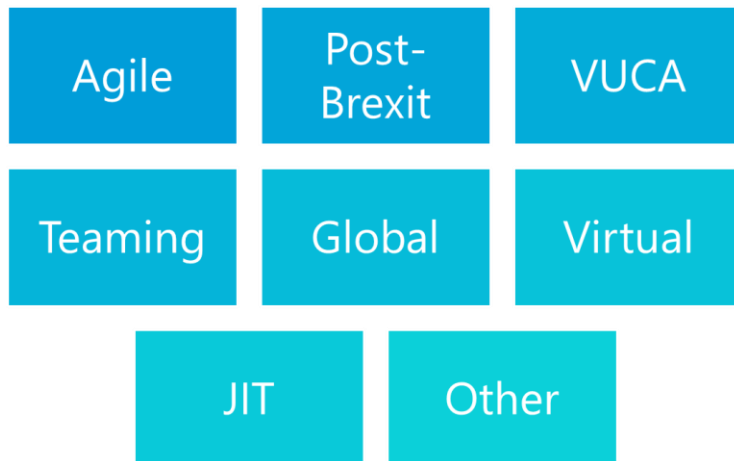
- Explore the nuances of group and team coaching
- Identify core skills for masterful group and team coaches
- Explore best practices for training team and group coaches, including stretch points
- Discover core elements for creating engaging virtual training
- Identify specific activities that build trust, connection and safety in the virtual domain

### Welcome and Introductions

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

### Current Trends /Context for Group and Team Coaching (10 min)

Current Trends – The Context



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

### Best Practices for Team and Group Coaching

Agreements

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

### Best Practices for Training Coaches

Practice, practice, practice!

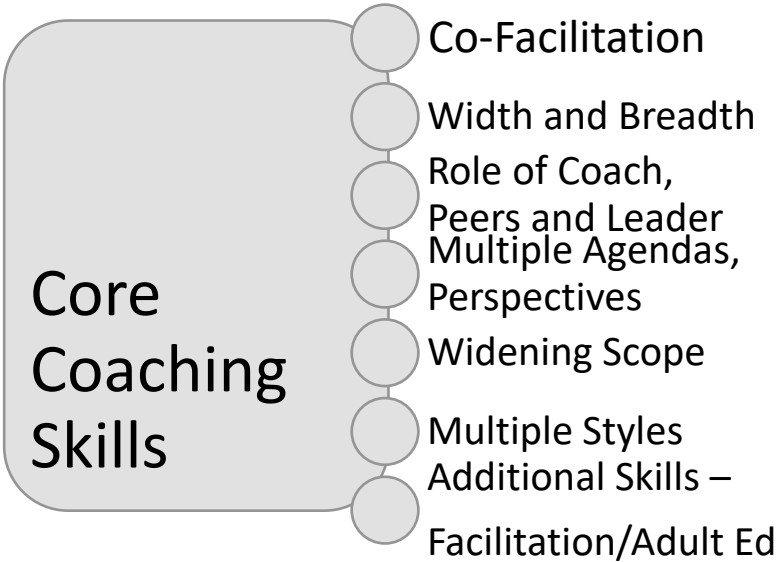
Parallel Process

Exposure to different approaches and styles

Exposure to different platforms

- Exposure to different frameworks/theories
- Group and Team Development
- Conflict/Working Across Differences/Difficult Conversations
- Exploring and understanding the business case and cycle of group and team coaching (they are different)
- Understanding the differences between group and team coaching

**What’s Added when Coaching Many**



**Excerpt:** From One to Many: Best Practices for Team and Group Coaching, Britton (2013)

**Best Practices for Training Group and Team Coaches**

What do you see as 1-2 best practices for training exceptional group and team coaches?

**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

## Building Our Toolkit

Using the Post-It, what is one resource you would recommend?

## 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?

(Excerpt: Effective Virtual Conversations)

## TRIAD of Essential Elements

Trust, Connection and Safety

Building Connection Virtually

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

## Table Group Work

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

## 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.
- 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)

### 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

### Engagement Opportunity

What resources do you have/would you recommend for Coaching Many?



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