COACHING THE HIGH-ACHIEVER

DUNAMIS PROGRAM OVERVIEW
March 3, 2016
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International Coach Federation (ICF) Credential - Associate Certified Coach (ACC), ICF Mentor Coach Registry, Certified Coach Practitioner
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International Coach Federation (ICF)
- Approved Coach Specific Training Hours (ACSTH), and Certified Coach Practitioner
DUNAMIS
GREATNESS
MODEL
ABOUT DUNAMIS

our mission

We enable greatness in people and organizations everywhere.
From EFFECTIVENESS to GREATNESS
DUNAMIS GREATNESS MODEL

DUNAMIS GREATNESS MODEL

GREAT LEADERS

ALIGNED SYSTEM

EFFECTIVE INDIVIDUALS

PEOPLE

PROCESS

INPUT

ORGANIZATIONAL GREATNESS

Sustained Superior Performance
Loyal Customers
Engaged Employees
Distinctive Contribution

OUTCOMES
DUNAMIS GREATNESS MODEL

1. Focused and disciplined
2. Trustworthy
3. Good business judgement
4. Proactive
5. Work well with others
6. Good listeners and communicators

INPUT

EFFECTIVE INDIVIDUALS

PEOPLE

ORGANIZATIONAL GREATNESS

Sustained Superior Performance
Loyal Customers
Engaged Employees
Distinctive Contribution

OUTCOMES
DUNAMIS GREATNESS MODEL

GREAT LEADERS

1. Inspire Trust
2. Clarify Purpose
3. Align Systems
4. Unleash Talent

INPUT

ORGANIZATIONAL GREATNESS
- Sustained Superior Performance
- Loyal Customers
- Engaged Employees
- Distinctive Contribution

OUTCOMES

PEOPLE
1. Clarity
2. Commitment
3. Translation
4. Enabling
5. Synergy
6. Accountability

DUNAMIS GREATNESS MODEL

ALIGNED SYSTEM

INPUT

ORGANIZATIONAL GREATNESS

Sustained Superior Performance
Loyal Customers
Engaged Employees
Distinctive Contribution

OUTCOMES
Our Menu

Today:

Coaching

The High Achiever
INTRODUCTION
ARTI COACHING

Esensi Coaching=benih
ESSENSI COACHING
membuka potensi seseorang

Peran Coach = Cermin
PERAN SEORANG COACH = CERMIN

Saying: kaki patah
A SAYING IN THE COACHING INDUSTRY
Broke your leg → go see a doctor.
Run a race → get a coach.
BEFORE YOU ARE A LEADER, Success is all about YOU.

WHEN YOU BECOME A LEADER, success is all about GROWING OTHERS.

Jack Welch : Former GE CEO
70% of people don’t quit their job, they quit their BOSS.

Source: Gallup Organization’s Survey
BUSINESS CASE: GOOGLE
Google ranks No. 1 for the sixth time

Good manager at Google, project Oxygen
THE FINAL RESULT WAS EIGHT BEHAVIORS -- things great managers do that make them great. They are, in order of importance:

A GOOD MANAGER:

1. Is a good COACH
2. Empowers the team and does not micromanage
3. Expresses interest in and concern for team members’ success and personal well-being
4. Is productive and result-oriented
5. Is a good communicator – listens and shares information
6. Helps with career development
7. Has a clear vision and strategy for the team
8. Has key technical skills that help him or her advice the team
BUSINESS CASE: BANK MANDIRI

E coaching: >13,000.
BANK MANDIRI IS ONE OF THE LARGE BANKS IN INDONESIA.

As of the end of March 2015,
Employees : 34,954
Branches    : 2,317

60% Gen Y
As of 12 Feb 2016: **13,182** sessions
Coaching Leader Self-Assessment Framework
LEADER AS COACH
To get the best from your employees, YOU NEED TO BE MORE THAN A MANAGER. YOU NEED TO BE A COACH.

MICHAEL K. SIMPSON,

a senior consultant to Franklin Covey, has spent more than twenty-five years training executives to become effective coaches.
At the end of this program, your managers will be able to:

✓ Understand the importance of coaching as part of their leadership role.

✓ Learn what coaching is and is not. Understand what it means to be an effective coach using the right mindset, skillsets, and conversations.

✓ Demonstrate the skills of coaching.
Our Uniqueness and Differentiation Approach of this program

The following are the 7 skills that we focus on in this solution:

1. **Build Trust**
2. **Challenge Paradigms**
3. **Seek Strategic Clarity.**
4. **Execute Flawlessly**
5. **Give effective Feedback**
6. **Tap into Talent**
7. **Move the middle**

Those seven skills above will optimize your coaching process which leads to great productivity, profitability, loyalty, and customer focus.
## DAY ONE

### 08.00 - 10.00
**FOUNDATION**
1. The Whole Person Paradigm
2. Business Case: Google
3. The Base of the Module
4. Definition of Coaching
5. How is coaching distinct from other service professions?
6. Is there proof coaching works

### 10.00 - 10.15
**BREAK**

### 10.15 - 12.00
**LIVE COACHING**
**COACHING PRINCIPLES**
1. Trust
2. Potentials
3. Commitment
4. Execution

### 12.00 - 13.00
**LUNCH**

### 13.00 - 15.00
**COACHING PROCESS: GROW**
1. Goal
2. Reality
3. Option
4. Way Forward

### 15.00 - 15.15
**BREAK**

### 15.15 - 17.00
**COACHING PRACTICE IN TRIAD**

## DAY TWO

### Sharing experience of triads coaching

### 08.00 - 10.00
**COACHING SKILLS**
1. Building Trust
2. Challenging Paradigms
3. Tap into Talent
4. Give Effective Feedback

### 10.00 - 10.15
**BREAK**

### 10.15 - 12.00
**COACHING SKILLS**
5. Seek Strategic Clarity
6. Execute Flawlessly
7. Move the Middle

### 12.00 - 13.00
**LUNCH**

### 13.00 - 15.00
**• ROUND ROBIN COACHING**
**• COACHING PRACTICE**

### 15.00 - 15.15
**BREAK**

### 15.15 - 17.00
**• ICF CORE COMPETENCIES**
**• Testimony & Wrap Up**

Questionnaire
## 4 PRINCIPLES of COACHING

<table>
<thead>
<tr>
<th>Trust</th>
<th>Build Trust</th>
</tr>
</thead>
<tbody>
<tr>
<td>Potential</td>
<td>Challenge Paradigms</td>
</tr>
<tr>
<td>Commitment</td>
<td>Tap Into Talent</td>
</tr>
<tr>
<td>Execution</td>
<td>Give Effective Feedback</td>
</tr>
</tbody>
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## 7 COACHING SKILLS

- Build Trust
- Challenge Paradigms
- Tap Into Talent
- Give Effective Feedback
- Seek Strategic Clarity
- Execute Flawlessly
- Move the Middle

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### COACHING PROCESS

1. **Set & Understand Agenda**
   - Explore Issues And Concern
   - Deal with Feelings And Mindsets
2. **Realize**
   - Brainstorm & Funnel Options
3. **Goal**
   - Ask Client to Summarize Action Plan
   - Seek Commitment to SMART action plan
4. **Options**
   - Seek Strategic Clarity
   - Execute Flawlessly
5. **Commitment**
   - Move the Middle
6. **Way Forward**
   - Ask Client to Summarize Action Plan
   - Brainstorm & Funnel Options
BAGIAN 1

COACHING PRINCIPLES & SKILLS

4 principles of Coaching
4 PRINCIPLES OF COACHING

1. TRUST
2. POTENTIAL
3. COMMITMENT
4. EXECUTION

Coaching is about
- building a relationship of TRUST,
- tapping a person’s POTENTIALS,
- creating COMMITMENT,
- and EXECUTING GOALS
Unleash Potential:
Light The Fire

Coaching skills
4 PRINCIPLES OF COACHING

1. TRUST
2. POTENTIAL
3. COMMITMENT
4. EXECUTION

7 COACHING SKILLS

1. Building Trust
2. Challenging Paradigms
3. Tap Into Talent
4. Give Affective Feedback
5. Seek Strategic Clarity
6. Execute Flawlessly
7. Move the Middle
Bagian 2

Coaching Process
ANALOGI SEDERHANA DARI MODEL G.R.O.W

- GOAL : tempat yang anda tuju.
- REALITY : dimana posisi anda saat ini.
- OPTION : berbagai cara untuk menuju tempat tujuan anda.
- WAY AHEAD/WILL : kemauan untuk mulai melangkah menuju tempat tujuan anda.
Coaching Demo
Coaching Process: contoh kasus
Select from the list below, AREAS THAT ARE OF CONCERN OF IMPORTANCE TO YOU, and that you would like to get coached on

1. How to achieve better work life balance
2. How to face a specific challenge that I’m facing in my work.
3. How to handle a difficult person (a boss, a direct report, a peer.)
4. How can I contribute more to the organization in my current role?
5. How can I learn more in my current role?
6. How can I improve the way I work with other departments?
7. How my group can be more efficient and productive?
8. How to gain more technical competence in this industry.
9. How I could become more innovative in my role.
10. How to overcome the weakness that my superiors perceive me to have.
11. How to identify and magnify the important strengths that I have.
**COACHING PROCESS**

**OPENING**

**BUILD RAPPORT & SAFETY**
- Kita mempunyai waktu 10 menit..
- Ini tempat yang aman untuk berbicara. Oleh karena itu silakan bicara secara terbuka.
- Pembicaraan kita sangat rahasia

**GOAL**

**SET & UNDERSTAND AGENDA**
- Apa yang menjadi fokus Anda hari ini ?
- Mengapa hal tersebut penting ?
- Apa yang Anda harapkan dari sesi kita hari ini

**REALITY**

**EXPLORE ISSUES AND CONCERNS**
- Bagaimana menurut Anda, apakah ada perbedaan bila masalah ini dibicarakan atau tidak dibicarakan ?

**DEAL WITH FEELINGS & MINDSETS**
- Menurut Anda situasinya sekarang seperti apa ? Mengapa begitu ?

**OPTION**

**BRAINSTORM & FUNNEL OPTIONS**
- Apa yang dapat Anda lakukan untuk merubah situasi pada saat ini?
- Alternatif apa saja yang ada untuk menyelesaikan situasi anda saat ini?
- Ada lagi ?

**WAY FORWARD**

**SEEK COMMITMENT TO SMART ACTION PLAN**
- Apa rencana Anda?
- Kapan, di mana, bagaimana Anda akan memulainya ?
- Apa langkah kecil yang dapat Anda lakukan untuk memulai tindakan Anda ?

**ASK CLIENTS TO SUMMARIZE ACTION**
- Apakah kesimpulan rencana kerja Anda ?
- Apa yang Anda dapatkan dari pembicaraan hari ini ?
- Apa yang akan Anda bicarakan pada pertemuan selanjutnya ?

**CLOSING**

**END ON WARM AND POSITIVE NOTE**
- Sangat senang berbicara/bertemu dengan Anda
- Saya yakin bahwa Anda akan sukses .
Thank you