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Q&A

CORPORATE COACH ACADEMY

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THE TOOL FOR ACTION LEARNING

Whenever there are vacancies for promotion, the management will always look out for Mary's staff as they are the best candidates for them. No wonder Mary earns the enviable reputation of a people builder because her staff are not only the best trained but are also very committed to their work and career. What makes her (and her staff) stand above all others?

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In Lesson 13, you now get to the 'Say' stage of the 3 Stage Coaching Model after having been at the 'See' stage in the previous lessons. In this lesson, you will learn how to use the action learning tool to build a game plan and commit people to the goal they want.

What Is Action Learning?

One key reason why Mary is successful in developing her people is because she has a detailed plan with clear steps on what they will do and how they can get there. She also believes that when there are clear and correct plans, they will move about with greater confidence. In doing so, they begin to learn, and soon they will have their own ideas (and even better ones) to perform different and bigger tasks with success as well. No wonder her people are obvious candidates when there are opportunities for advancement.

How Is Action Learning Carried Out?

The first thing that Mary does with her people is to define the goal clearly using the S.M.A.R.T criteria. 'S' is making the goal as specific as possible. It is not enough, for instance, to say you want to 'improve communication skills'. By forcing specificity into it, it may be to 'improve my calmness when I communicate with people'. 'M' is for the measurements used to denote the goal being achieved. Some of them may be word fluency, conversation duration and comfort with people. 'A' is to gauge how achievable the goal is. One question that is often asked is 'Where are you now,

and when do you want this achieved?' 'R' is for relevance or the importance of the goal. The rationale is if it is not important enough, the person will not strive hard enough for it. A common question asked is, 'How important is the goal and who else will benefit from this?' 'T' is for timeline and the question 'When do you want it?' is often asked.

How Are Commitment And Accountability Built Into It?

Ask directly for commitment with a question such as, 'How committed are you or what will you do to show your commitment?' This is an effective way to know the extent of their commitment. Another good way to set the stage for their commitment to begin is to ask 'What is your first step or what will you be accountable to doing?'

How Can The Change Be Sustained?

Making changes or committing to doing something is often a 'lonely and even painful' journey, thus helping the person to get support and resources can ease a great deal of the burden. In the best interest of those people making the change, helping them locate support or

resources will help them to sustain the change. For example helping a first time jogger with an iPod while jogging or getting friends to jog with him can help to sustain the momentum of change. A good question to ask is, 'What can you find that can help you enjoy the experience more, or where can you find something/someone to help you?'

What Have You Learnt From This Lesson?

1. When someone tells you that his goal is to be a successful manager, how can you help him define his goal clearly using the SMART criteria?
2. What can happen if his goal is not clearly defined?
3. What are some possible resources to help someone who wants to be a more responsible father?
4. What are some types of support to help him with the change?
5. What questions can you ask to gauge his commitment to the goal he wants?

Corporate Coach Academy is conducting a 2-Day Coaching Power Tools workshop on Jan 26 and 27. Call 03-62054488 or log in www.corporate-coachacademy.com. Read the 'Stories That Coach' at www.mikeheah.com.

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