

Coaching at Work Annual Conference

# Excellence in organisational coaching & mentoring:

Empowering, engaging & inspiring people at work

3rd July 2019, London

Coaching  
at Work

Coaching at Work Annual Conference  
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# TIME TO THINK IN ORGANISATIONS

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COACHING AT WORK CONFERENCE 3rd JULY 2019

# Listening

Listening is the oldest and perhaps the most powerful tool of healing.

It is often through the quality of our listening and not the wisdom of our words that we are able to effect the most profound changes in the people around us.....When you listen generously to people, they can hear the truth in themselves often for the first time.

*Rachel Naomi Remen*

# Generative Attention

Listening with palpable respect and without interruption

- *The quality of your attention profoundly affects the quality of other people's thinking.*
- *As the listener you must be more drivingly interested in what is real and true for people than you are frightened of being proved wrong.*
- *As the thinker, knowing you will not be interrupted frees you truly to think for yourself.*

*Nancy Kline*

# Introductions – an Opening Round

- What is your name and where do you come from?
- What is one thing that has made you smile recently?



# The Ten Components of a Thinking Environment®

**Attention** : Listening with palpable respect and without interruption

**Equality** : Treating each other as thinking peers, giving equal turns and attention, keeping agreements and boundaries

**Ease** : Offering freedom from internal rush or urgency

**Appreciation** : Offering genuine acknowledgement of a person's qualities . Practicing a 5:1 ratio of appreciation to criticism

**Encouragement** : Giving courage to go to the cutting edge of ideas by moving beyond internal competition (*To be 'better than' is not necessarily to be good.*)

**Feelings**: Allowing sufficient emotional release to restore thinking.

**Information** : Supplying the facts; dismantling denial

**Diversity**: Welcoming divergent thinking and diverse group identities

**Incisive Questions™**: Removing assumptions that limit our ability to think for ourselves clearly and creatively

**Place** : Creating a physical environment that says back to people, "You matter." Caring for and respecting our bodies so our thinking improves.



# Thinking Pairs

What do you want to think about, and what are your thoughts?

*(if needed:)*

What more do you think, or feel, or want to say?

# Appreciation

Being succinct, sincere and specific:

What is a quality that you appreciate in your partner?





# The Ten Components of a Thinking Environment<sup>®</sup>

- Attention
- Ease
- Equality
- Appreciation
- Feelings
- Diversity
- Information
- Encouragement
- Place
- Incisive Questions™





# Thinking Pairs with An Incisive Question

If you were 10% braver, what would change for you?

*(if needed:)*

If you were 10% braver, what *else* would change for you?

# Closing Round

What is one thing you will take away from this session?



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