

# The Power of Professional Coaching

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# Disclosures

- Consultant for Lumenis
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# Learning Objectives

Create awareness around who you really are

How does professional coaching aid in the pursuit of what you really want

Understand the difference between coaching and mentorship

Apply 3 coaching principles to your practice





I believe I have  
the power to  
create the life I  
want.

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# One Year From Now.....

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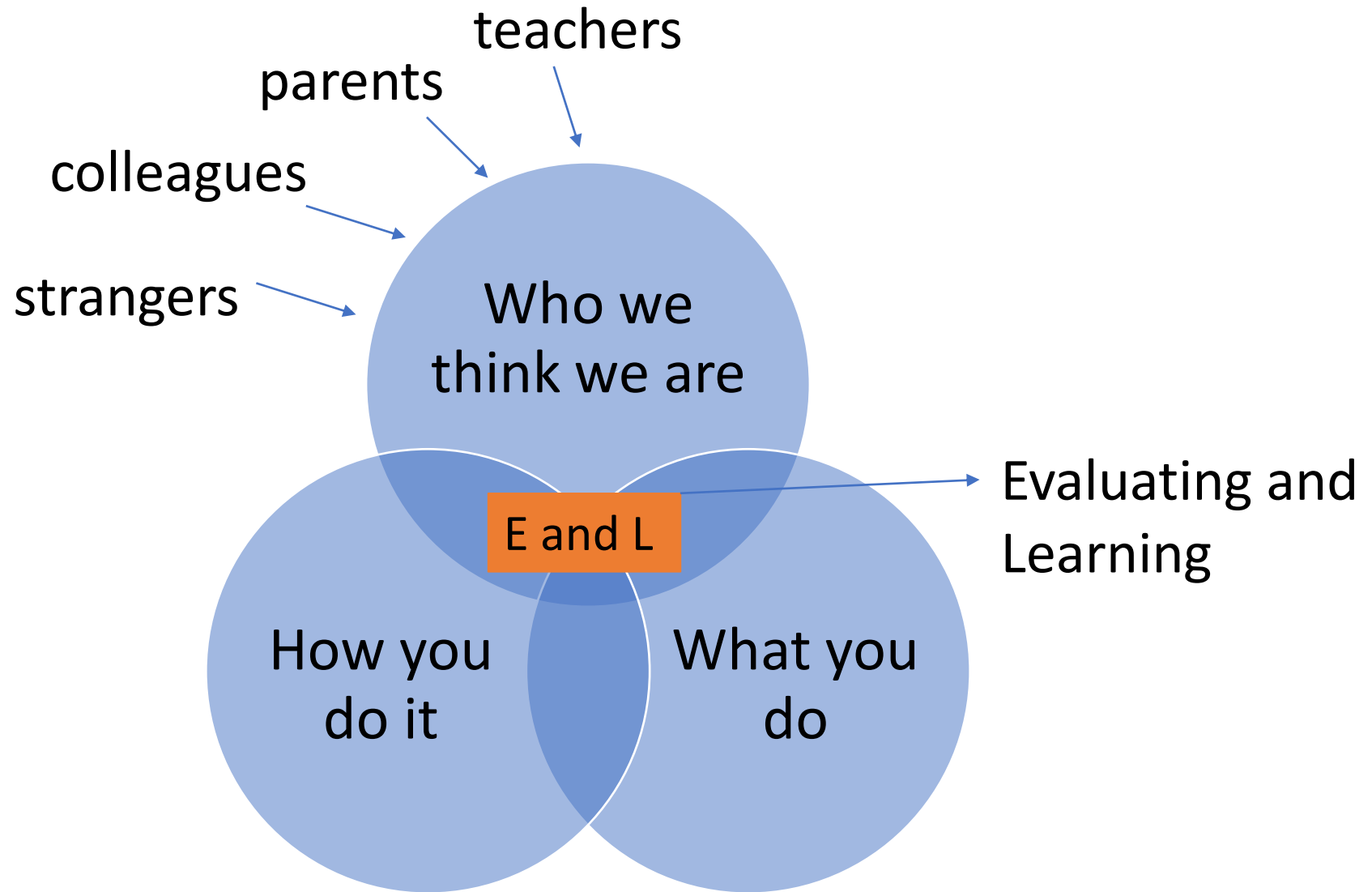





A stack of smooth, light-colored stones balanced on a dark, textured surface. The stones are stacked in a slightly irregular but balanced manner, with the top stone being the smallest and the bottom stone being the largest. The background is a dark, textured surface, possibly sand or gravel, which provides a strong contrast to the light-colored stones.

# Consciousness

Your awareness of who you really are, as opposed to the “you” that you believe you are and that you were taught that you are.





## What is Coaching?

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- Vehicle to take a valued person from where they are to where they want to be
- Provokes the thought & creativity needed to maximize one's potential
- NOT fixing people – helping them be their best selves
- Space to align personal & professional goals and values with well-being and performance





## The Coaching Process

- Emotionally connecting your inner purpose and passion to outer goals and strategies to bring about sustainable results
- Help consciously connect with your core thoughts and emotions
- Recognize that true, positive change starts from within



I have to

I should

I want to

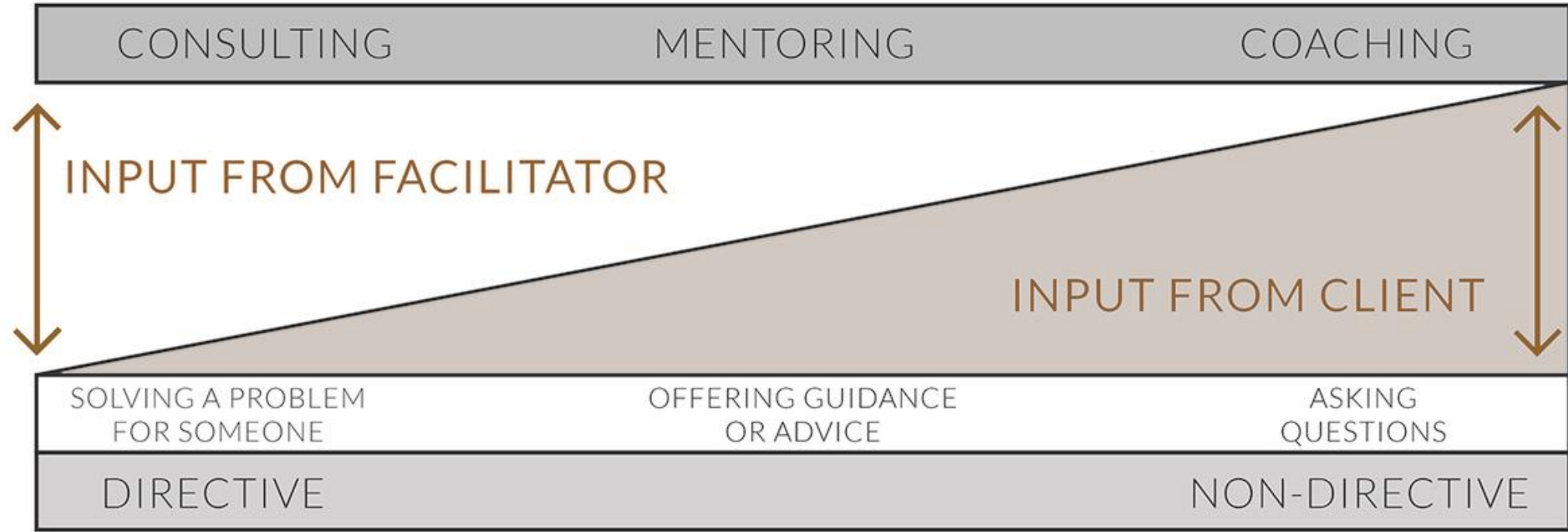
I choose to

# What Positive Psychology Does

- Rewire your brain in small steps toward a higher functioning state of being
- Be more productive, creative, efficient
- Help us get to flow state – connects us with what is right about us!







# Coaching Core Differences

Listen to  
**UNDERSTAND**,  
not to **FIX**

Point curiosity  
outward

Engage **THEIR**  
expertise

Building on  
**STRENGTHS**  
>>>>  
Eliminate  
weaknesses

BE THE  
BEST  
VERSION  
OF *you*

DO THE BEST YOU CAN

## Emphasize Strengths to Build Self-Efficacy

- Focus future achievement on the basis of past success
- Build on who they are at their strongest and what THEY do well
- What strengths have gotten them this far?
- How can they use these to tap into their self-efficacy

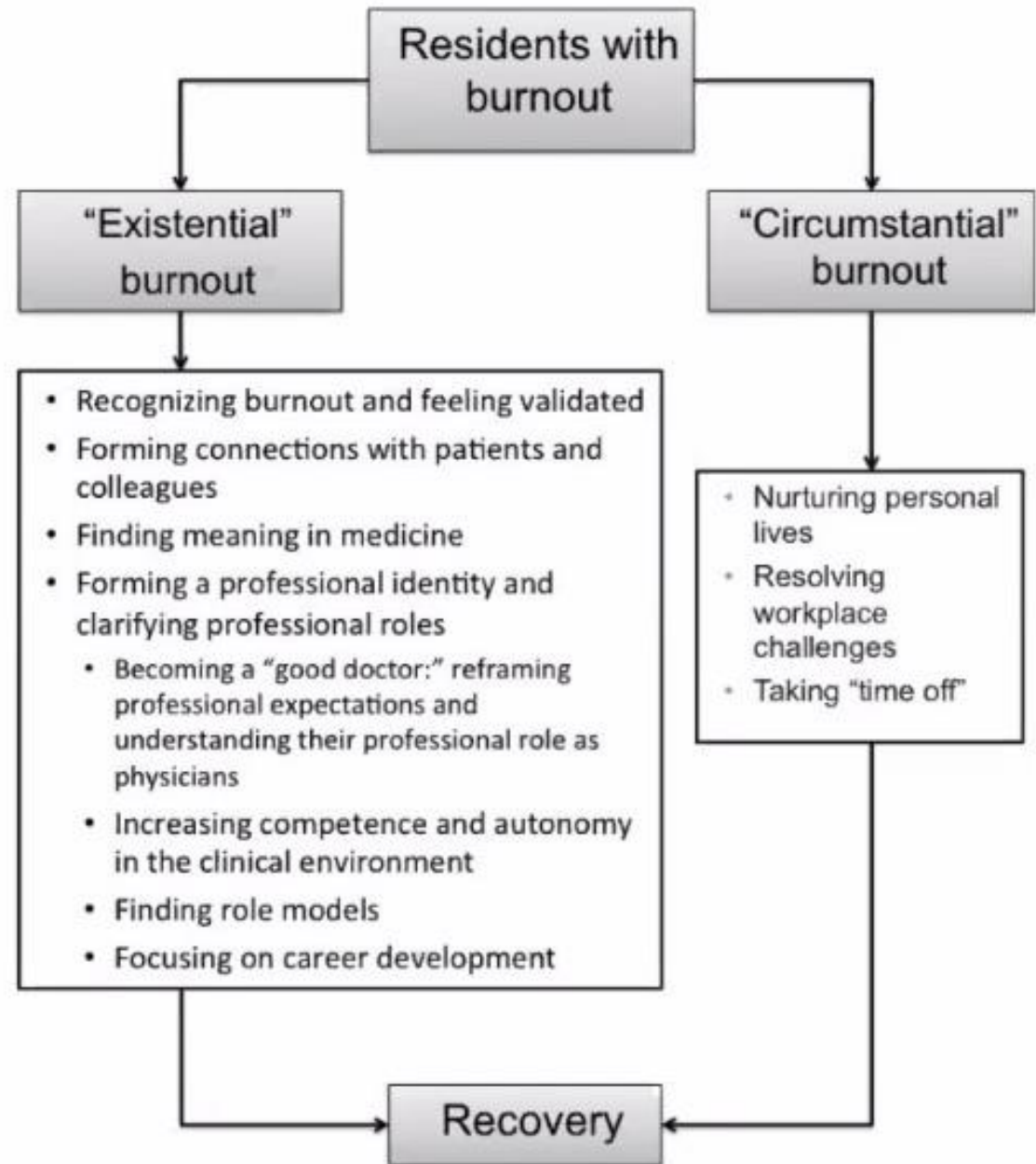


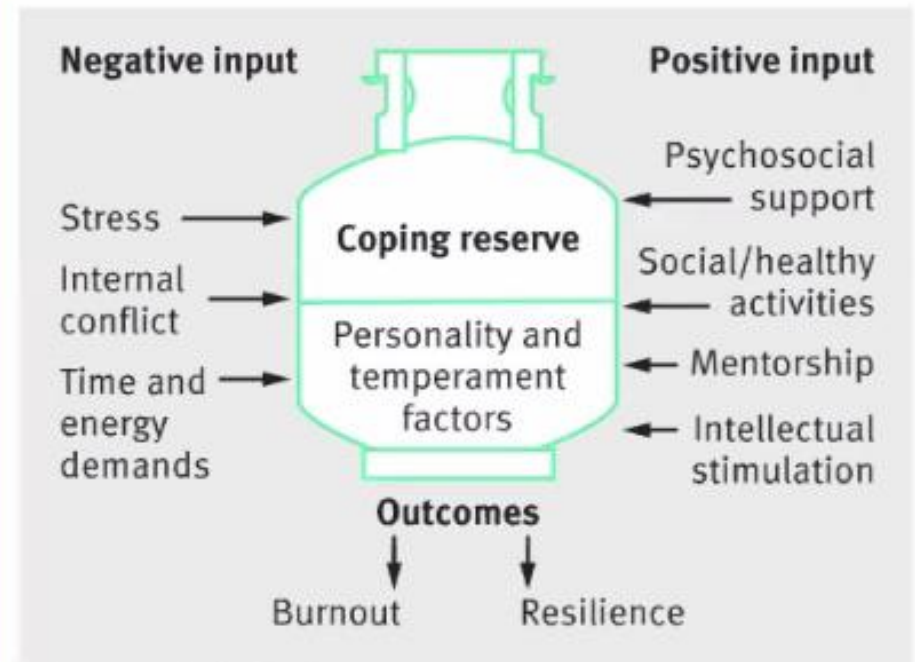
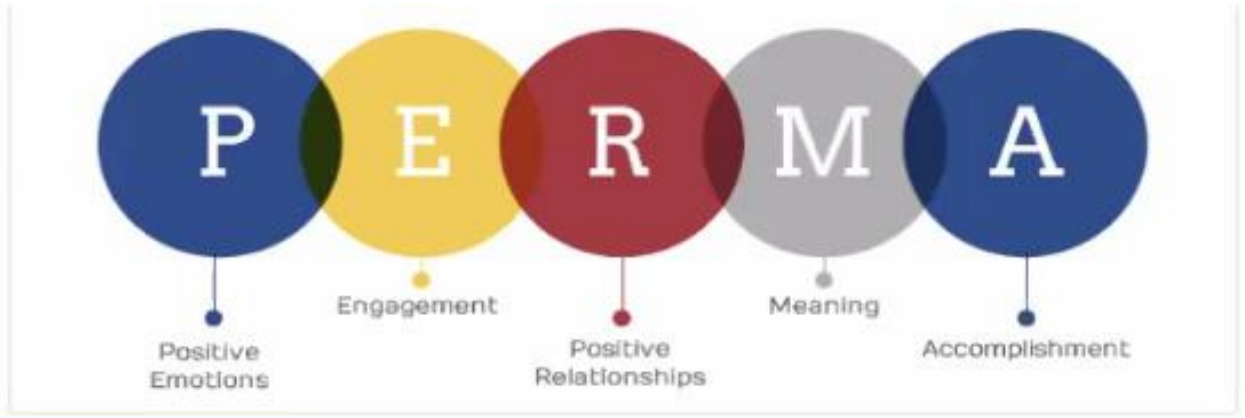
# Coaching Builds Resilience



# Facilitate Burnout Recovery

Abedini et al, JGME 2018





# How Coaching Contributes to Well-being



If you don't  
know where  
you're going,  
any road will  
get you there.



# Self-Doubt

Fearful

Insecure

Selfish

Not good enough

Not smart enough

Not attractive

Confrontational

Too aggressive

Too sensitive

Boring

Greedy

Emotionally withdrawn





## What's Draining You?

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- Write a list of **goals, dreams, projects or tasks** that are **INCOMPLETE** in your **LIFE**, or any challenges you have had for **MORE THAN A YEAR**

# Let Go of the Arrival Fallacy



HAPPINESS



SUCCESS



HAPPINESS



# LISTENING

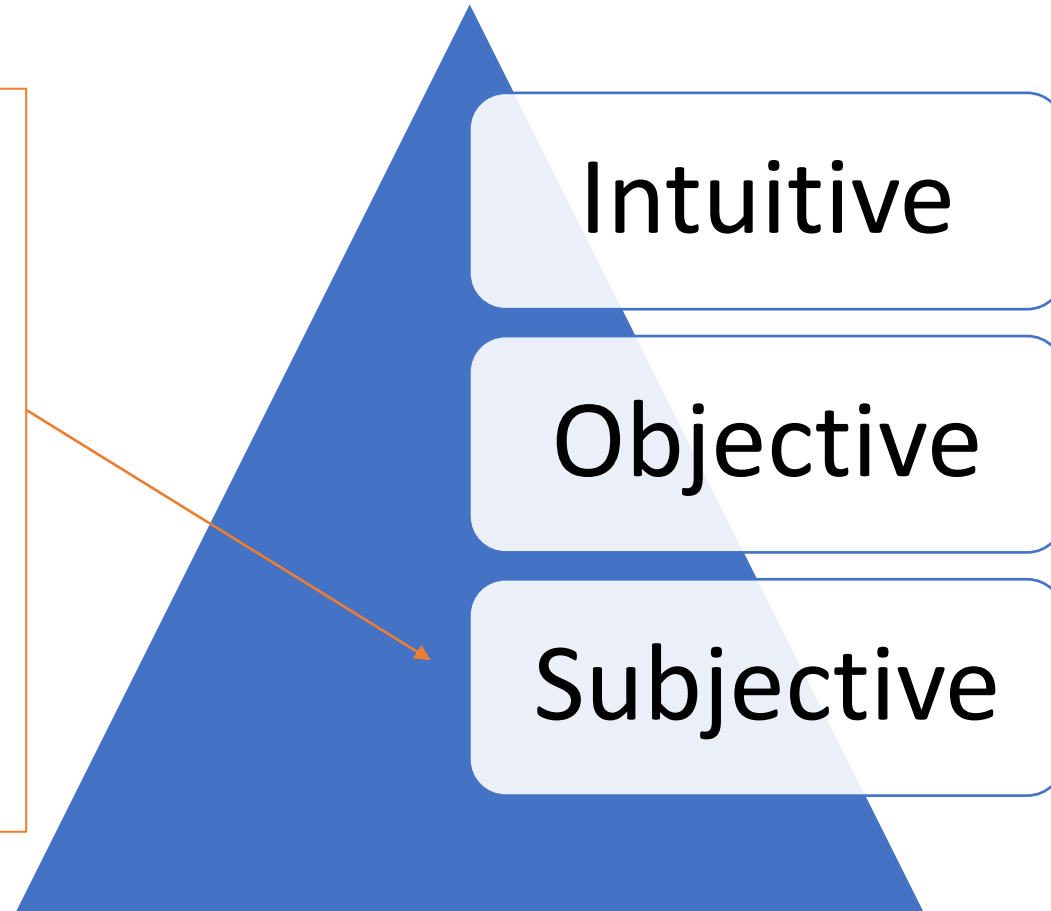
The background of the slide is a blurred photograph of a city street at night. The scene is filled with warm, golden-yellow lights from street lamps and buildings, creating a bokeh effect. The sky above is a deep, clear blue. The overall atmosphere is calm and focused.

Coaching Skill #1

# LISTENING

Client: “I had the toughest time getting myself up an hour earlier this morning to workout.”

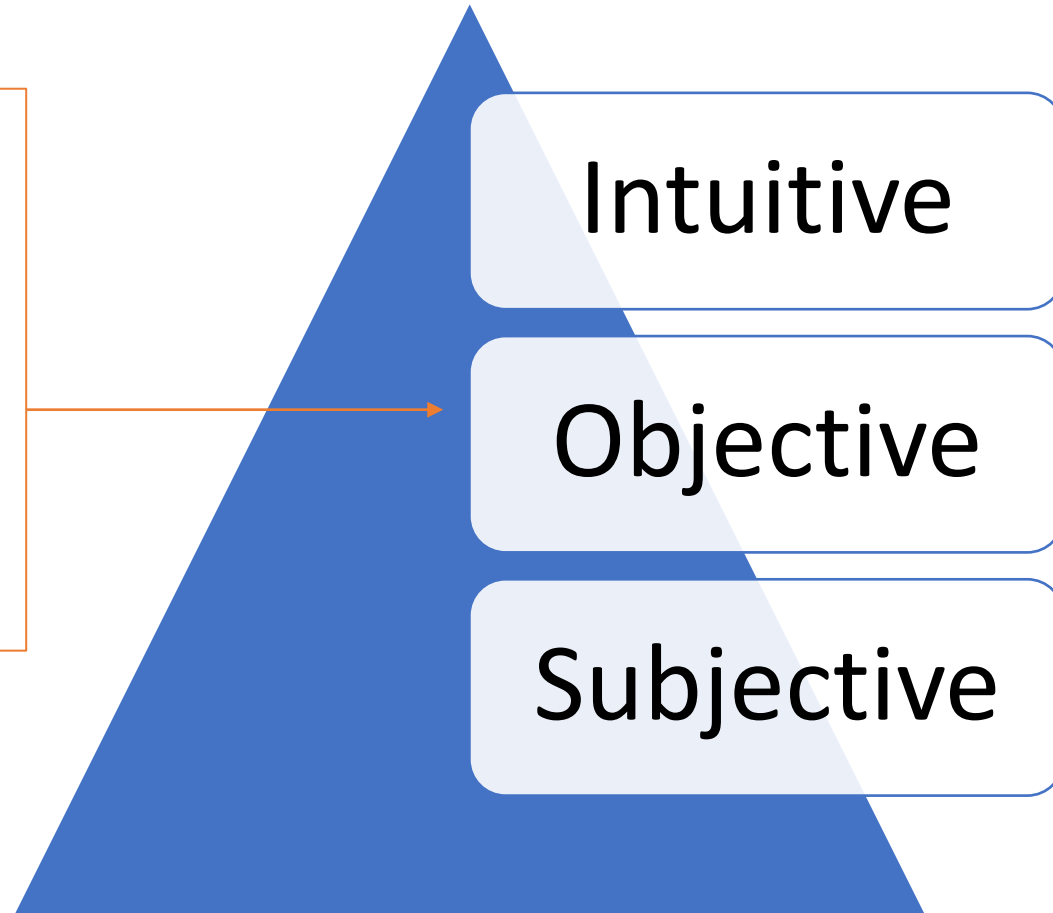
Coach: “You just have to force yourself. Whenever I have to do something I don’t want to, I just make myself.”



# LISTENING

Client: “I had the toughest time getting myself up an hour earlier this morning to workout.”

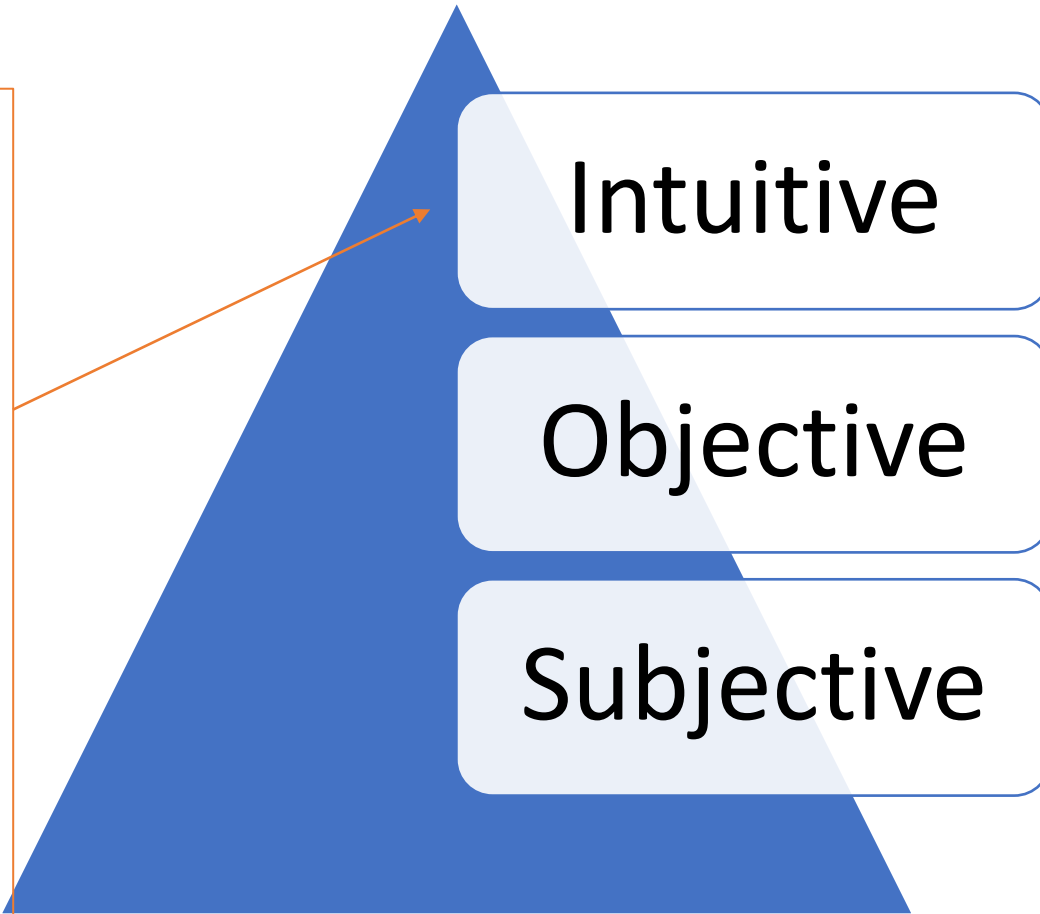
Coach: “You had to struggle but you did it. Congrats!”



# LISTENING

Client: “I had the toughest time getting myself up an hour earlier this morning to workout.”

Coach: “It sounds like you really want to do this, but you are so exhausted that you find it to be very challenging and maybe even a little frustrating.”





# ACKNOWLEDGING AND VALIDATING

Coaching Skill #2



# Power of Reflection

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- Reflect back what you are hearing, then PAUSE and LISTEN
- Try to capture their energy, motivations, strengths
- Be honest, direct, and non-judgmental
- "So what I'm hearing you say is..."
- You don't have to be right
- Keep it simple

# VALIDATING

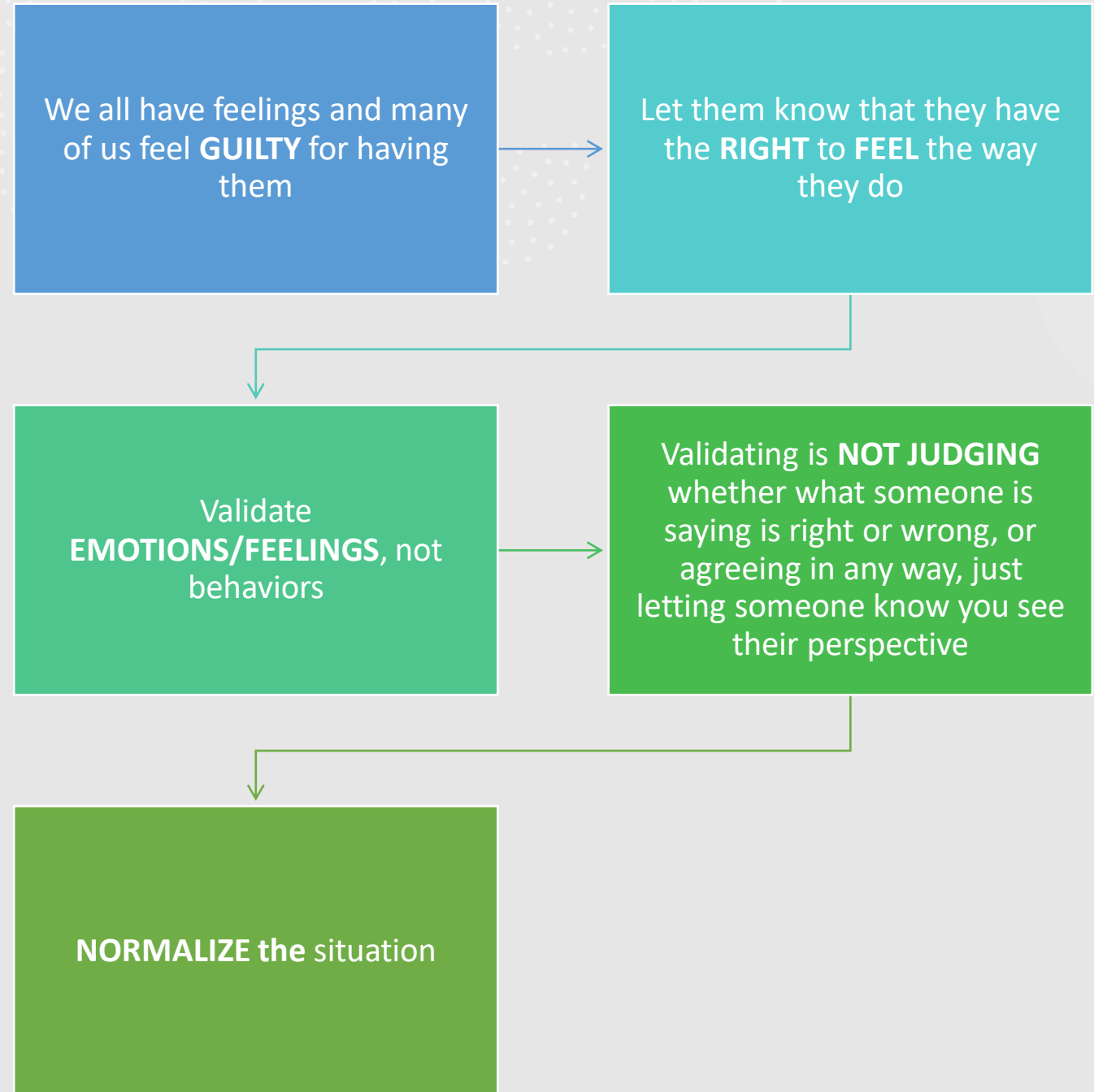
We all have feelings and many of us feel **GUILTY** for having them

Let them know that they have the **RIGHT** to **FEEL** the way they do

Validate **EMOTIONS/FEELINGS**, not behaviors

Validating is **NOT JUDGING** whether what someone is saying is right or wrong, or agreeing in any way, just letting someone know you see their perspective

**NORMALIZE** the situation



# VALIDATING STATEMENTS

"It's understandable that you feel (insert emotion) because....."

"Based on your values, it's only natural you feel....."

"It can be very upsetting when (situation/event) happens."

**NEVER SAY, "I know how you feel" because you don't**



Acknowledge what was said

A light blue downward-pointing arrow indicating the flow from the first step to the second.

Validate the feeling

A light blue downward-pointing arrow indicating the flow from the second step to the third.

Normalize the situation

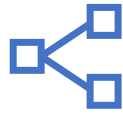
# EMPOWERING QUESTIONS

Coaching Skill #3

# THE POWER OF QUESTIONS



Open-ended



Clarity  
seeking



Probing



Challenging



Thought-  
provoking



Future  
directed



Solution-  
oriented

**WHY?**

Ask Powerful Questions



**WHAT**

**HOW**

Ask Powerful Questions

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# Powerful Coaching Questions

- What does “success” look like to you?
- What is working well?
- What strengths do you have to help you succeed in this?
- How can you use what is working well to move forward?
- How would that support your desired outcome?
- Tell me about a time when you were successful doing this in the past.



Goal/Challenge

LISTEN

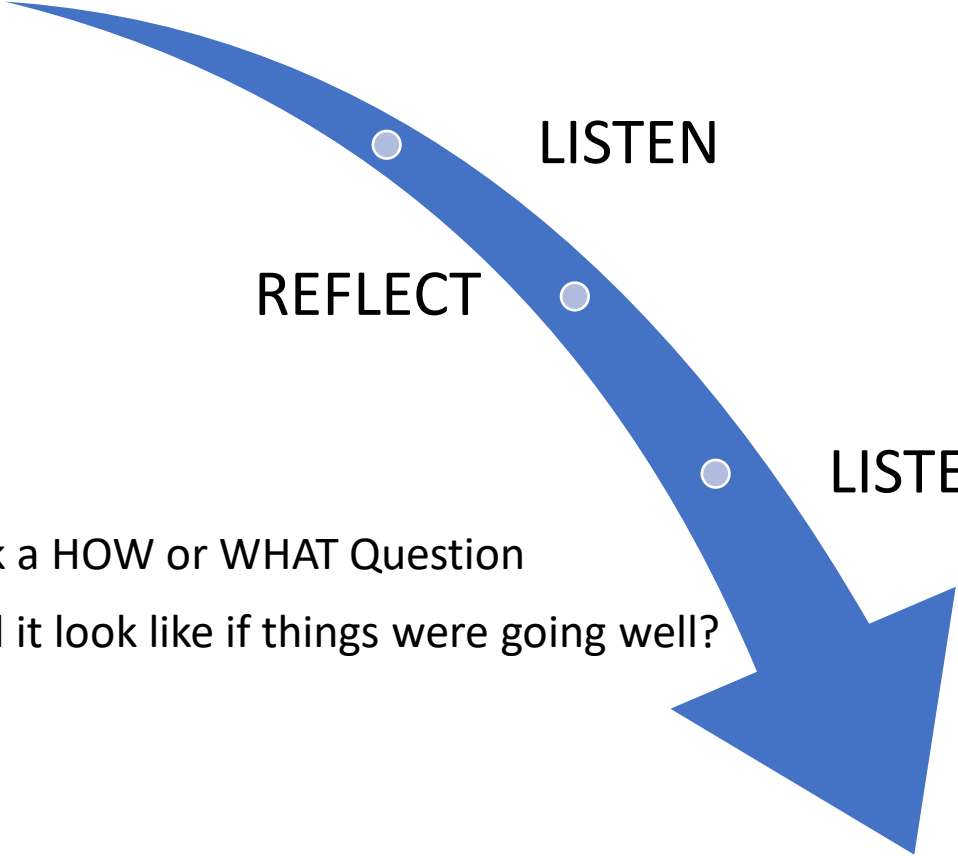
REFLECT

LISTEN

Ask a HOW or WHAT Question

What would it look like if things were going well?

Begin to co-create a way forward toward goal.



# Coaching Conversation

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How am I finding you today?



Give me a story of you at your best recently?



What do you love most about your work?



What are your strengths?



Imagine it's the end of your next rotation and it went really well. What happened that was so good?



Between now and the end of the rotation, what is one thing you can work on to get towards your goals?

# What about Bad Outcomes?

Don't rush to reassure  
– Reflect and Listen

Help them name the  
emotion you are  
hearing

Consider Asking

If you had to name the  
emotion you are  
feeling right now, what  
would that be?

What can this  
experience help you  
learn about yourself?

What is one thing you  
can take away from  
this?

Which of your  
strengths can help you  
navigate through this?

What would you tell a  
friend right now?



# Resident Who Doesn't Want Coaching



- Meet them where they are at, don't force it
- Be honest and non-judgmental in your reflections
- Is there anything they want to work on?
- What is the narrative they want to build for themselves
- Be comfortable with silence
- Invite them to lead the discussion

# THE CHALLENGE



Reflect daily on WHO you really are and WHAT you really want



Practice your LISTENING to UNDERSTAND not to FIX



Become more comfortable with SILENCE



Validate and acknowledge FEELINGS and NORMALIZE situations



Shift questions from WHY to WHAT and HOW



Connect yourself and others with personal STRENGTHS

**Effect of a Novel Online Group-Coaching Program to Reduce Burnout  
in Female Resident Physicians  
A Randomized Clinical Trial**

Tyra Fainstad, MD; Adrienne Mann, MD; Krithika Suresh, PhD; Pari Shah, MSW, LCSW; Nathalie Diauguste, BA; Kerri Thurmon, MD, MPH; Christine D. Jones, MD, MS

- Aim: Decrease burnout and improve wellbeing
- Intervention: 6-month web-based coaching program for female residents at University of Colorado
- Randomized 101 female residents to intervention vs control
- Professional coaching significantly improved emotional exhaustion, self-compassion, and imposter syndrome scores compared to controls