

# Strengths Based Coaching

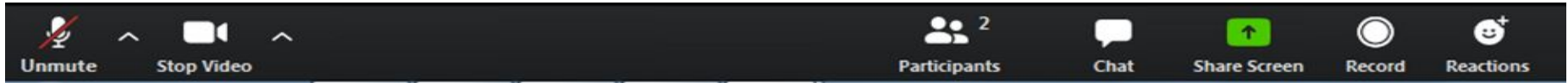
Customized Training: Illinois Center  
for Specialized Professional Support

July 12 & July 18, 2023

29 E. Madison St., Suite 1700-C | Chicago, IL 60602-4415  
312.252.0460 | [cjc.net](http://cjc.net)



# Zoom Logistics



Please  
mute  
yourself

Please type any  
questions or  
resources into the  
chat box.

Click on the "Reactions"  
button to raise your  
hand or react with an  
emoji

# Your Facilitator & Tech Support



Kate Gannon  
CJC Program Manager



Melina Jancovic  
CJC Program Coordinator

# Who We Are / What We Do

Chicago Jobs Council (CJC) is a workforce development intermediary that keeps jobseekers at the center of all we do. CJC:



**Advocates for jobseekers**, by researching current pressing matters for the field, develop recommendations and share them broadly to create systemic change.



**Builds capacity for workforce development field**, by developing curriculum that's offered through trainings, cohort learning and leadership academies based on our research of best practices.



**Influences City, State and Federal Policies** related to increasing funding for our public workforce system, creating equitable pathways and eliminating barriers to employment.

# Facilitation Values



Prioritize  
facilitation over  
teaching



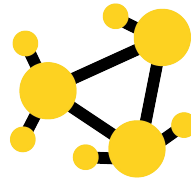
Respect that  
everyone learns  
differently



Incorporate  
diverse  
facilitation  
methods



Value  
relationship  
building



Create safety to  
allow for  
vulnerability



Demonstrate  
professionalism,  
authenticity and  
self-confidence

# Participant Guide

Your participant guide has all of the materials we will use for today's session. Look for the pencil cup icon on the slide deck to reference the corresponding page in the participant guide.

All participants receive a digital copy of the participant guide and slide deck.





# Training Objectives

- Recognize and build on job seeker strengths
- Build a collaborative, accountable partnership with job seekers
- Use tools to support your job seekers in setting and achieving their goals
- Incorporate active listening, powerful questions, and visioning into your job seeker meetings

# Today's Agenda



## Session 1

- Strengths Based Mindset
- Defining our role as “Coach”
- Coaching Values and Skills
- Reflection and Close

## Session 2

- Active Listening
- Powerful Questions
- Reframing our Relationships
- Reflection and Closing





# Grounded Agreements



Sound



One Mic



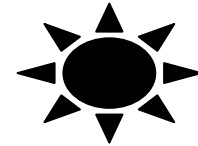
Land the  
Plane



Step Up,  
Step Back



Take Care  
of Yourself

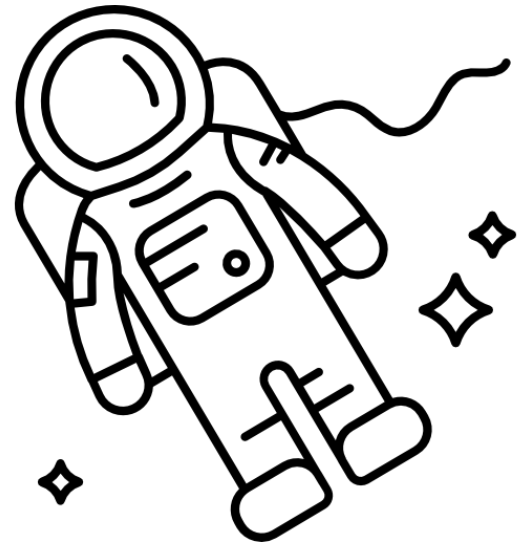


Transparent  
Facilitation

# Introductions

- In the chat, please share your name, organization and job title and share:

***When you were a kid, what did you want to be when you grew up?***





**Strengths Based  
Mindset**



*The strengths-based mindset [is] a core belief that every human has something unique and irreplaceable to contribute to our world. It starts from a profound respect for life and diversity. It starts from a stance of openness and curiosity and unrelenting faith that we are all connected to each other and we are each worth listening to.*

Minnesota Neuropsychology



# Coaching

*Partnering with clients in a thought-provoking and creative process that inspires them to maximize their personal and professional potential.*

*-From the International Coaching Federation*

# Guiding Inquiry



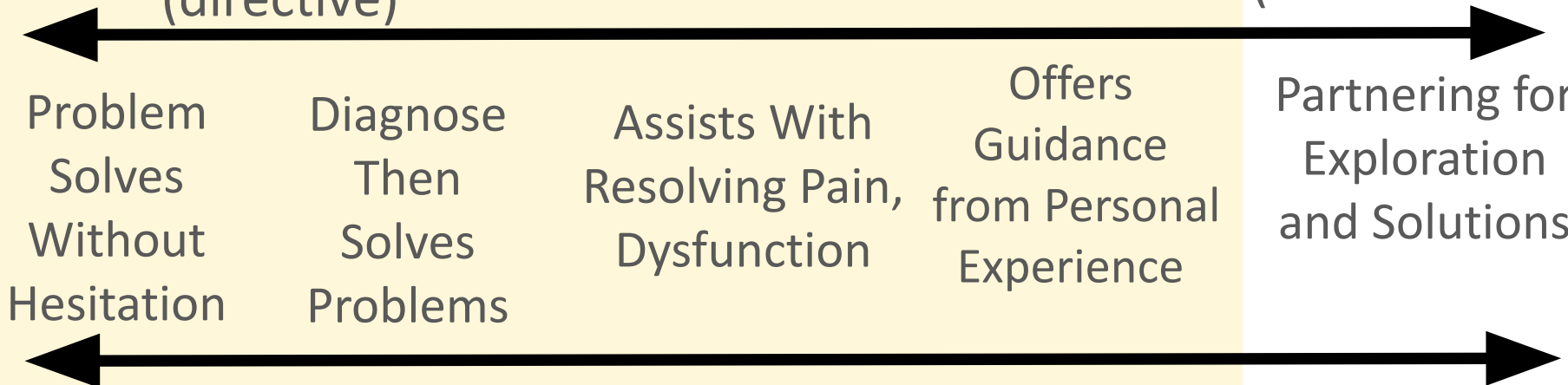
*What are the foundations on which Coaching is built?*

# Telling

(directive)

# Asking

(non-directive)



Problem Solves Without Hesitation

Diagnose Then Solves Problems

Assists With Resolving Pain, Dysfunction

Offers Guidance from Personal Experience

Partnering for Exploration and Solutions

**Fixing**

**Consulting**

**Counseling**

**Mentoring**

**Coaching**

# Coaching Values



Respect



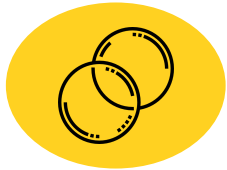
Strength  
Based



Racial Equity  
& Inclusion



Fluidity of  
Approach



Transparency



Peer  
Based



Choice



Responsiveness





# Coaching Values

- Consider these values:
  - Strengths-Based
  - Racial Equity and Inclusion
  - Transparency
  - Choice
- Share your answer with your group:
  - What resonated about this coaching value for you?
  - How does this value show up in our work with clients?
  - When/How can we put it into practice?
  - What additional questions do you want to explore related to this value?

# Coaching Skills



Asking Powerful Questions



Holding the Client's Agenda



Visioning



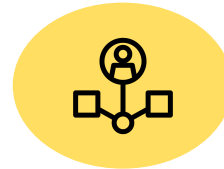
Active Listening



Clearing



Bottom-Lining



Reframing

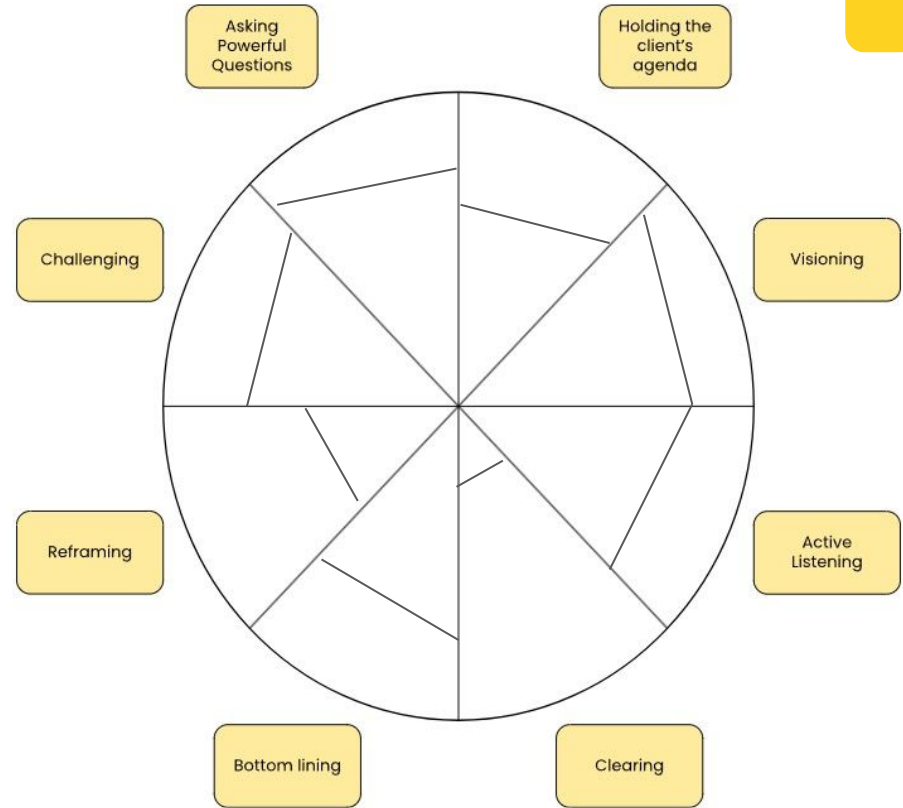


Challenging



# Coaching Skills Wheel

- Take the next **5 minutes** to rank your coaching skills using the wheel in your participant guide
  - The center of the wheel is zero (lowest level of experience), the outer circle is 10 (expert level)





# Coaching Skills Wheel

In your breakout rooms, reflect on:

*What skills are you strong in?  
What does that look like for you?*

*Where do you want to grow?  
How will you practice?  
Who can you go to for support?*



## **Key Skills**

Asking Powerful Questions | Holding the Client's Agenda | Visioning | Active Listening | Clearing | Bottom-Lining | Reframing | Challenging

## **Core Values**

Respect | Strength-Based | Racial Equity & Inclusion | Fluidity of Approach | Transparency | Peer-Based | Choice | Responsiveness

# Group Reflection



- How was this session a **mirror**: *What self-knowledge or awareness have you gained?*
- How was this session a **door**: *What opportunity do you see in your practice that you will step into?*



## Wrap Up

As a way of summing up our learning we are all going to “chat bomb” **our big takeaway** before we close out!

Chat Bomb: When many people craft a message in the chat, but DON'T hit send until the “go” moment, at which time EVERYONE sends messages to the group simultaneously.

A yellow circle in the top-left corner is connected by a yellow line that extends horizontally to the right, then vertically down, then horizontally to the right, and finally vertically down again, forming a rectangular frame around the text.

**Thank you!**

See you next week!



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Kate Gannon

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- Strengths Based Mindset
- Defining our role as “Coach”
- Coaching Values
- Pair and Share
- Reflection and Close

## Session 2

- Active Listening
- Powerful Questions
- Coaching Tools
- Reframing our Relationships
- Reflection and Closing



# Grounded Agreements



Sound



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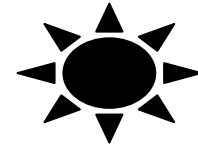
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Step Up,  
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Take Care  
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Transparent  
Facilitation

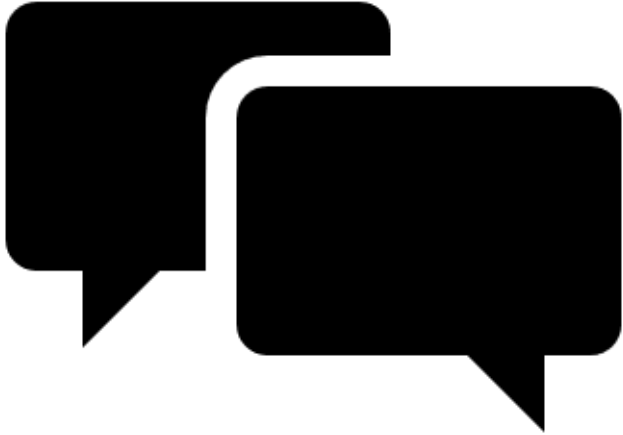
# Reflection



*What coaching skills  
have you practiced  
since last week?*



# Group Reflection



Consider a time you learned a new skill. What were the keys to your success? How did others support you in that process?

Each person will have 2 minutes to share.  
We will indicate when to switch.



# Listening and Powerful Questions

- Distracted listening



- Focused listening

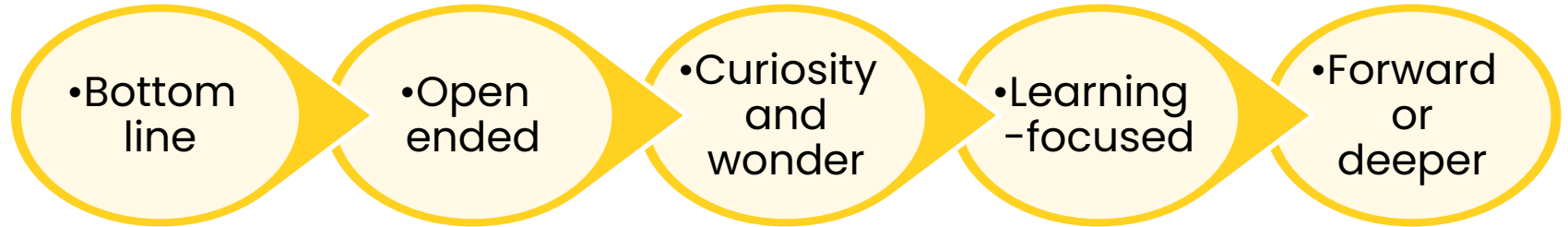


- Non-verbal listening



- Whole body listening

# Listening and Powerful Questions



# Powerful Questions

Take 5 minutes to review the powerful questions in your participant guide.

- What questions would you like to try?
- What questions seem challenging?
- What question would you add?

# Group Reflection



Consider a time when you achieved a challenging goal: What did you do that made you more likely to succeed? Conversely, consider a time when you set a goal but did not achieve it: What was missing?

# Reframing our Relationships

what you pay attention to grows.

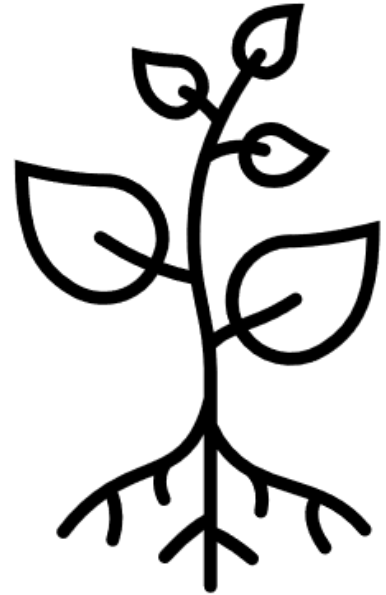
–adrienne maree brown

Starting is the hardest part!

To have a different  
relationship with clients -- one  
in which they have more  
ownership, power, choice, and  
accountability –

WE need to behave differently.

Start anywhere!



# Reframing our Relationships

## Activity

- Individually, spend a few minutes thinking about new actions you might need to take before, during and after an appointment to live coaching values with clients.
- In small groups, consider: What would you need to stop, start, and continue to reframe your relationship with clients?

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# Thank You!

Please complete our evaluation!

<https://www.surveymonkey.com/r/6MRLMSG>