



# People Management Leading with Impact



**Coaching for  
Leadership Brilliance**

# About Me



## Areas of Expertise



Scrum Master



Expert in Management



Certified Coach



Expert Agile Consultant



Public Sector



Private Sector

## Qualifications



Honours Degree in Psychology at NTU

Higher Diploma in Conflict Resolution

Member of British Psychology Society

Member & Certified with International Mediator Institute

PSMI™ Scrum Master

# ANDREW GIBSON

## DCM Trainer

# What's Coming Up?



Delivered Live via Zoom



All Sessions Recorded



Free and unrestricted for DCM Members

10am - 11am



Psychological Safety

10am - 11am



Coaching for Leadership Brilliance

10am - 11am



Defusing Aggression

# What are we going to consider?

**Why a modern manager needs to coach**

**The coaching mindset**

**Helping people reach their potential**

# Change in Approach

## Mentoring – Directive Management

A mentor is a trusted counsellor or teacher. Mentoring is the process of walking alongside someone to learn from them. The term mentor describes a wide variety of relationships and behaviours. The mentor helps with technical skill, career development, and psychosocial functions.

Mentoring in organisations often takes place on an informal basis. More recently organisations have developed more formal mentoring relationships.

Directive Form of Management – can lead to the mammy problem!

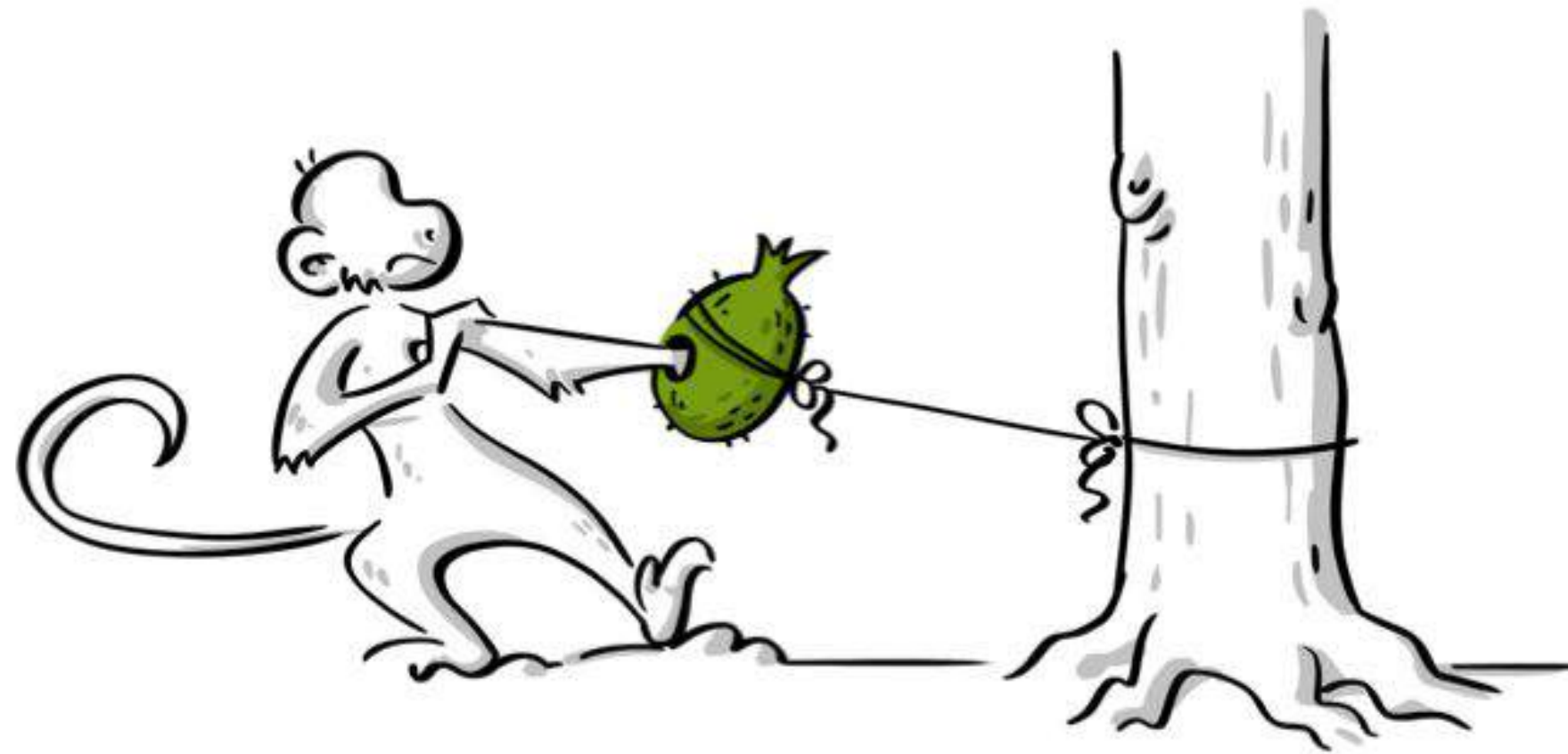


To cope with a changing world, an entity must develop the capacity of shifting and changing - of developing new skills and attitudes; in short, the capability of learning

*A. Degues, The Living Company*

# How to make change work

The monkey trap problem



# Coaching builds 3 key areas

More than just showing how I do things...

## Skill

The ability to do something well in a particular field.

## Knowledge

Facts and information relating to a specific subject acquired by a person through experience or education

## Attitude

A state of thinking / feeling about something or someone





**33%** are  
Related to cognitive  
Or technical skills

Competencies required  
For outstanding  
Performance

**IQ**

**EQ**

**67%** are  
Emotional Intelligence  
Competencies

*(Statistics based on data from Goleman & Hay McBer)*

# EQ Scales

## EQ-I 2.0

Coaching build EQ without creating the mammy problem



# Helping with Self- Actualisation

The need for a healthy ego!

**Your ego is your conscious mind, the part of your identity that you consider your "self." If you say someone has "a big ego," then you are saying he is too full of himself**



# Ability

# Potential





# Feedback

Managers and facilitator often avoid giving feedback – As a coach you must be comfortable doing so!

Feedback can change people perception, once perception changes, behaviour has a chance at changing as well

You offer it from a position of strength as a coach

**Descriptive not evaluative**

**Specific not generalised**

**Based on behaviours you have seen**

**Based on verifiable facts, not opinion**



# Goal Setting

## GROW

- **Goal** – What do you want?
- **Reality** – Where are you now?
- **Options** – What could you do?
- **Way Forward** – What will you do?





Q&

A

**dcm** THE  
LEARNING  
EXPERTS

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