

THIS MONTH FEATURES...



OD CONNOISSEUR'S ORATE

John Whitehead shares his thoughts on the role of trust in the coaching relationship.



OD FOLLOWER'S ORATE

Dr. Sabeeh Ghugharia deliberates on using coaching for continuous empowerment.



OD ENTHUSIAST'S ORATE

Shreekant Naik expounds on how to create business success through coaching.

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KNOWLEDGE BEANS

A HUMAN RESOURCE NEWSLETTER



OD CONNOISSEUR'S ORATE



John Whitehead is an ICF certified coach (ACC) with a graduate certificate in Executive Coaching (CEC) from Royal Roads University, Victoria, Canada.

John is also an Adjunct Professor at the Faculty of Management, University of British Columbia, Okanagan where he teaches leadership studies.

WHAT IS TRUST IN THE COACHING RELATIONSHIP?

One of the great privileges of being a coach is the opportunity to listen to and get to know other people on a very intimate level which requires a significant amount of trust on the part of both the coach and the coachee. This need is evident for the coachees, as most of the discussion revolves around them and their challenges. The coachee has to feel comfortable with the confidentiality agreement, believing that their coach will maintain it with a very high degree. Trust is a significant factor for the coach as well. He or she needs to know that the coachee is serious about the relationship, and the opportunity to work on their identified challenges and improve their way of being.

In his book *Coaching: Evoking Excellence in Others* (Routledge) James Flaherty describes how the ability to have a complete....

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THE EDITOR'S MESSAGE

This issue focusses on **Creating Business Success through Coaching** where we explore the magnificent world of coaching. The past belonged to material effectiveness; and the future belongs to managers who act as coaches. We bring you experiential insights from the world of coaching. Considering the overwhelming response on this subject we shall focus our next issue on **Role of Coaching in Today's Parlance**.

If you share a passion for the topic, have a flair for writing and would like to share your views, you can send us a 350 word article with your brief profile along with your photograph in jpeg format to atyaasaeditor@atyaasaa.com



TITLE OF THE MONTH TRIGGERING HIGH PERFORMANCE TEAMS

BUSINESS COACH Niket Karajagi
LOCATION Webinar
TIME / DATE 3PM-4PM, June 22, 2017

WHO SHOULD ATTEND
Inspired and Aspirational
Business Heads & HR Leaders

[CLICK HERE TO REGISTER](#)

◀◀ from previous page | **OD CONNOISSEUR'S ORATE** : WHAT IS TRUST IN THE COACHING RELATIONSHIP?

open and honest discussion arises from "absolute confidentiality." It is the final component in having full, mutual freedom of expression, the other two being openness and listening. Trust is also about clarity and commitment.

As a coach, I see it as my responsibility to set the stage for trust. Placing the confidentiality statement up front helps but that is only the beginning. Trust starts with a sincere desire to assist the coachee to meet their objectives for engaging a coach in the first place. One of my challenges, as I built my practice, was not to oversell what coaching can do, setting unrealistic expectations that if not substantiated will result in the lack of trust.

Trust is a two-way street, but it is my responsibility to establish trust first. I also take the position that I will trust another until they demonstrate that they are not to be trusted, that "I'm Ok and you're Ok." Trust is contagious—if I act in a trustworthy way as the coach, then the coachee is more than likely to do the same. If I say I will do something and keep that commitment, then the coachee will also keep their commitment tackle a task, write in their journal or take action. **E**



COACHING FOR CONTINUOUS EMPOWERMENT

I am a firm believer of continuous talent development to achieve organization success; however, for this purpose an empowering environment is crucial. The importance and broad focus given to talent development cannot be disregarded but eventually "if everyone is talented, what do you do to ensure they are always engaged and delivering optimally"?

In empowering environments, people perform better than in those situations where no one believes in them. Research has proven that children who grew up with parents and/or teachers who believed in them were better able to take challenges.

At the workplace, the bosses play the role of that parent or teacher or coach and hence they need to believe in their people to create the necessary empowering environment.

Two key factors worth considering when playing the role of a coach are:

Channelizing the Talent Profile

The secret is to identify what potential people have, rather than solely evaluating the defined potential. This would require the organizations to stop demanding that everyone has to reach the same elevated state of a behavioural competency framework and let people follow the direction that their talent profile must follow.

In this way you don't waste the talented resources you have – you utilize them to their fullest. Because when you do that, chances are you'll be tapping into their unutilized/underutilized potential since they'll now want to take on the challenges that best suit their talents.



OD FOLLOWER'S ORATE



DR. SABEEH GHUGHARIA: Currently working as HR and OD manager, driving HR systems strategy for international private hospital group which has forty three hospitals, over hundred clinics and thirty eight thousand employees. He has over sixteen years proven and progressive track record, entailing nine years leadership exposure with KPO, IT, media, and healthcare; three years global exposure - as HR business partner, managing three multi-specialty hospitals and eighteen medical centers across UAE.



Importance of Mindset

Often, highly motivated people encounter bumps, and the performance curve goes steeply downward. Their personal mindset can help them overcome most obstacles. For some people, these are common setbacks and challenges of life, where mistakes facilitate learning and growth. It's also becoming clearer that inner values and emotional intelligence create tenacity, determination, and resilience for most people. Finally, there are the qualities that get the job done – the grit, hard work, sticking to it and building skill.

Coaching, when channelizes the talent profile while working on the mindset contributes to the much-desired empowerment. **E**

OD ENTHUSIAST'S ORATE



Shreekant Naik is a professor of marketing at KLS IMER, Belagavi with eleven years of Sales and Marketing experience in top, multinational pharma companies, he learned the art of coaching and also delivered it. His areas of interests include training, teaching, research and consulting. Coaching and leadership are presently a supplementary topic in his Ph.D. work.

CREATING BUSINESS SUCCESS THROUGH COACHING

The best archer Arjuna - Guru Dronacharya, English cricket team - coach Mike Brearley, P.V. Sindhu - coach P. Gopichand have been a few of the prominent examples of successful Coach - Coachee combination. Every organization needs coaches like them who can create a winning team by building trust and confidence resulting in the business success. When I was serving as a middle management employee in an Indian MNC, my designation changed to Zonal Coach & Customer Sales Manager. Several training sessions were conducted there for sales force on how a coach can contribute in enhancing business. So when an organization converts

its managers to coaches, a massive transformation occurs inside all employees and also changes the perception of stakeholders. Coach always creates a culture in which his teammates get developed as future leaders. Coach's primary responsibility is to build a strong team with problem solving skills and winning attitude. Many times personal or family problems distract team members from the tasks given to them. A real coach quickly identifies these problems and provides possible solutions. This leads to a sense of belongingness towards the organization and due to this employee always delivers superior performance by putting in those extra efforts.

Here are some good attributes of a coach:

1. The coach should never solve problems for his team; rather develop problem solving abilities of the team members.
2. Coaching is a two way learning process. In reverse coaching, a coach learns from his coachees as well. In this process, coachees develop a sense of ownership and belongingness.
3. Business success is imminent when a coach instils in each coachee a capability to prioritize his tasks on a daily basis and an ability of follow-up.
4. A real coach should connect with his coachee, be accessible and above all should be a great human being. The coach should inculcate ethics, integrity and right attitude in his team players.
5. Coaching increases employee engagement and involvement in the workplace which leads to superlative performance.

Finally, a coach is successful when he shapes a coachee who can develop one or more active coaches. **E**



ABOUT ATYAASAA

Atyaasaa Consulting Private Limited is a leading Human Resource Training & Consulting Organization partnering with some of the best brands in the country and overseas. Atyaasaa has been a catalyst and a contributor in their quest for people development and business excellence. The core differentiator of Atyaasaa process is continual innovation, unique customization and use of state of the art technology tools. These are implemented through ethical and experienced operations and human resource facilitators having contribution as their core value.



WRITE TO US

For information : info@atyaasaa.com
 For contributing articles : atyaasaaeditor@atyaasaa.com
 For suggestions : feedback@atyaasaa.com

BEANSTATEMENT

A leader without a coach is like an airplane without navigation support.