



# Coaching Skills for PMO Professionals

How PMO professionals can boost their day to day performance by growing their coaching capabilities

PMO Flashmob - 20 September 2018



# Agenda

- Objectives
- What is coaching and why should you care
- Coaching and your career
- What coaching skills should I develop
- Coaching tools we can all use
- Action Planning



# Objectives

- Debunk some of the myths about coaching
- Share some things you can take back and use in your role tomorrow
- Suggest some areas you could use coaching within your roles



# What is Coaching?

How would you define coaching?



# A Definition Coaching

Coaching is unlocking a person's potential to maximise their performance.

Sir John Whitmore

- It's a spectrum of ways to work with someone
- It's using your skills and facilitating tools to improve performance
- It's an art is knowing which coaching skills and tools to employ when



# So what?

## PMO Principles – Coaching Skills

P1 - Sponsorship. You can build buy in using coaching skills

P4 – Challenge. Skilful use of coaching tools will provide objective, rational and constructive challenge and allow a trusted partnership to form

P6 - Exemplar. A consultative coaching based approach has consistently been shown to be the most effective at leading change

P7 – Improvement. The very definition of coaching!

# The Coaching Spectrum

Tell      Show      Teach      Consult      Mentor      Coach



Push  Pull

My Agenda  Your Agenda

My Knowledge  Your Knowledge

# Coaching Skills that build trusted partnerships

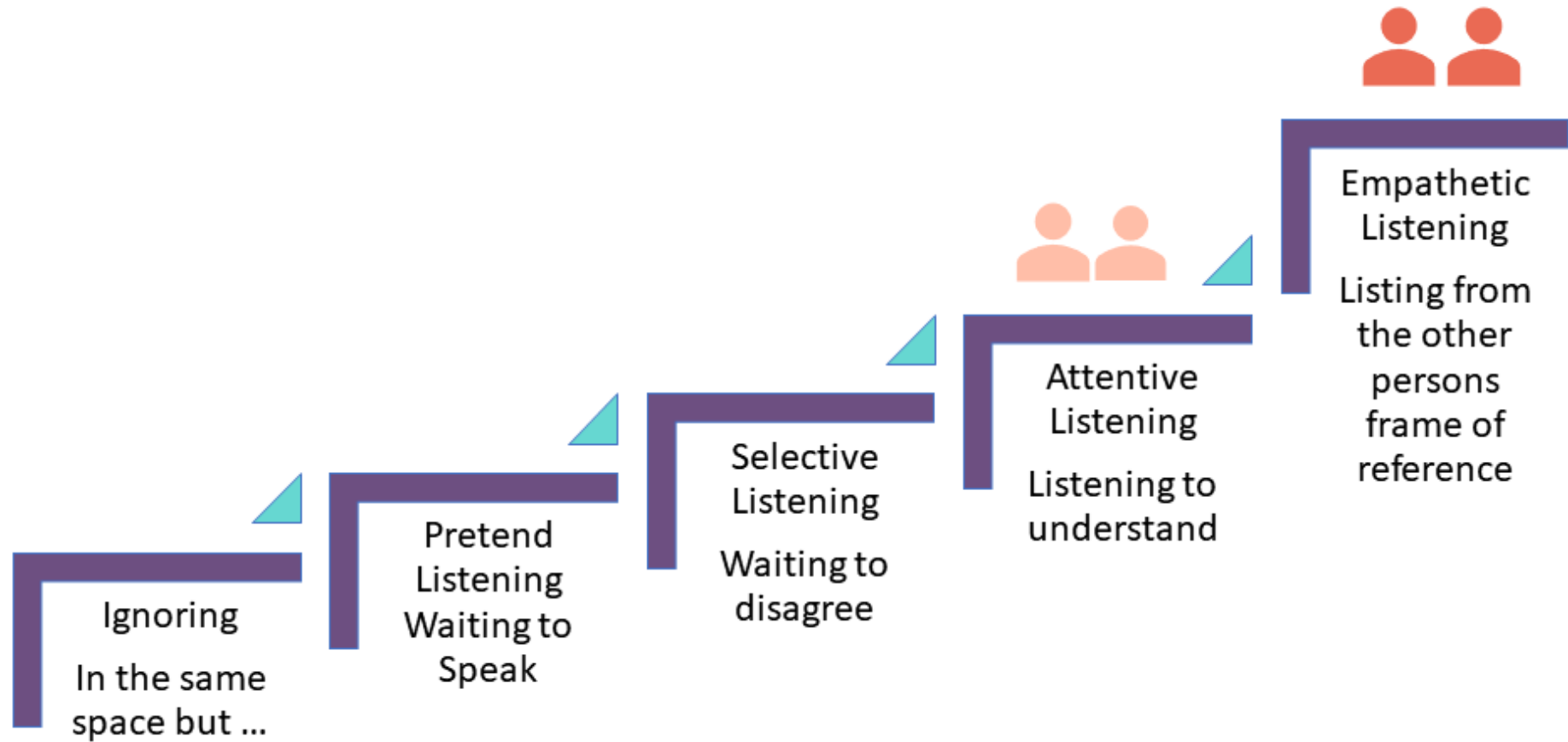
Tell      Show      Teach      Consult      Mentor      Coach



Listening  
Asking Questions  
Reflecting back  
Building trust and rapport  
Suspending judgement and agenda  
Challenge



# The Listening Staircase





# Exercise

- Stand Up and Pair up
- Face each other
- Who ever's birthday is earlier in the year is going to be the talker in this exercise
- The talker is going to talk for until I say stop, and the other person is going to listen without interrupting
- The question the talker is going to answer is 'Tell me about what makes you passionate?'

# PMO Certifications Training Path












PMO Learning offer a full portfolio of PMO accredited training courses which lead to certifications.

Certification courses are available at each of the four career and experience levels.

These courses are complimented by further competency based training - shorter courses and classes created to help you develop your knowledge at each stage of your PMO career.



## PMO Certifications

<b>PMO Learning Competency Based Classes, Courses, Workshops, Seminars &amp; Online</b> <hr/> <b>Technical Behavioural Business Specialist</b>	 <b>Level 4</b>			 <b>IPMO-Expert</b>	<ul style="list-style-type: none"> <li>• MoP® Management of Portfolios</li> </ul>
	 <b>Level 3</b>	 <b>PPSO Advanced Practitioner</b>	 <b>P3O® Practitioner</b>	 <b>IPMO-Practitioner</b>	<ul style="list-style-type: none"> <li>• MSP® Managing Successful Programmes</li> </ul>
	 <b>Level 2</b>		 <b>P3O® Foundation</b>	 <b>IPMO-Foundation</b>	<ul style="list-style-type: none"> <li>• PRINCE2® Practitioner</li> </ul>
	 <b>Level 1</b>	 <b>PPSO Essentials</b>			<ul style="list-style-type: none"> <li>• PRINCE2® Foundation</li> </ul>

# Career & Experience Level 1 & 2

Tell

Show

Teach

Consult

Mentor

Coach

Listening

Asking Questions

Reflecting Back

Building Rapport

Suspending Judgement and  
Agenda

Challenge

# Career & Experience Level 3

Tell

Show

Teach

Consult

Mentor

Coach

Listening

Asking Questions

Reflecting Back

Building Rapport

Suspending Judgement and  
Agenda

Challenge

# Career & Experience Level 4

Tell

Show

Teach

Consult

Mentor

Coach

Listening

Asking Questions

Reflecting Back

Building Rapport

Suspending Judgement and Agenda

Challenge

# What skills do I need to develop?

Tell

Show

Teach

Consult

Mentor

Coach

Listening

Asking Questions

Reflecting Back

Building Rapport

Suspending Judgement and Agenda

Challenge



# Coaching Tools

- Grow
- Structure of a problem
- Ladder of Inference
- Circle of Concern
- Intent and Impact
- Inventories and Assessments
- All your PMO Tools



# Grow Model



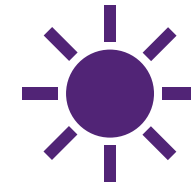
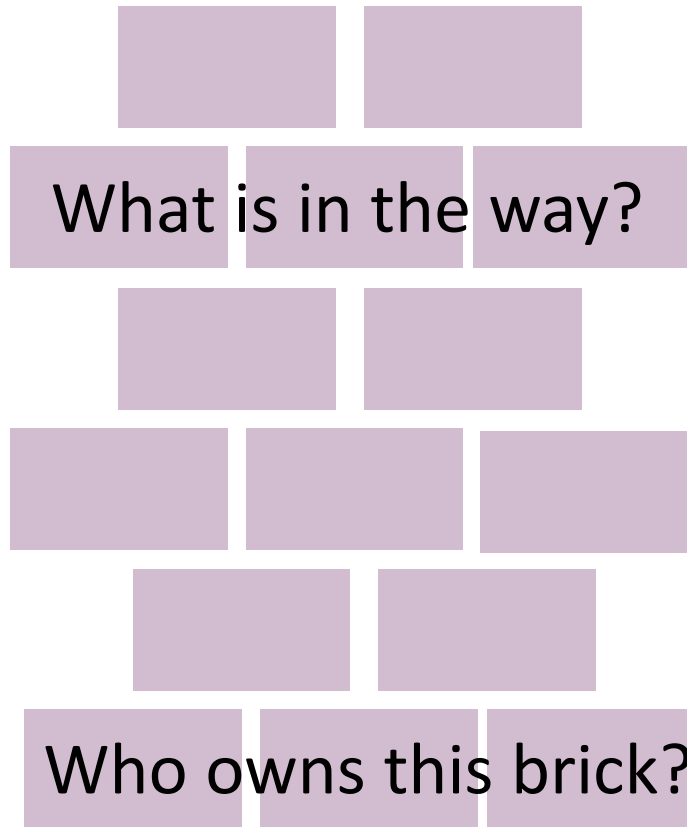
## Uses

- Coaching Session
- Structuring Meetings
- Structuring 1:1's
- Stakeholder Management
- Problem solving
- Giving feedback
- Structuring projects
- And many more!

# Structure of a Problem



Where are we now?



Where do we need to be?





# Exercise

- In pairs
- Think of a real life problem one of you is currently facing at work and is happy to use as an example
- Work through this model together
- Come up with 3 barriers that you own and if you have time plan the actions you are going to take



# Conclusions

- Coaching is a spectrum of things that can be used to unlock someone's potential and performance
- Coaching skills and tools can help you in any PMO role and grow your career – even if you don't manage people.
- Skills – we looked at what coaching skills a PMO Professional needs and looked at the difference great listening can make
- Your development – we looked at what skills you might want to focus on first
- Tools – GROW is great and very versatile
- Tools – Structure of a problem



# Action Plan

What one thing are you going to do differently as a result of being here?



# My Contact Details

Email: [bekka@bekkaprideaux.com](mailto:bekka@bekkaprideaux.com)

Phone: 07990 837 990

Web: [BekkaPrideaux.com](http://BekkaPrideaux.com)

LinkedIn: [www.linkedin.com/in/rebeccaprideaux](http://www.linkedin.com/in/rebeccaprideaux)

Also: [www.virtualcollaborationacademy.com](http://www.virtualcollaborationacademy.com)