

## Heartland Coaches Association

### Post-Service Grant Evaluation

Organization: Unity Village World Headquarters

Name and title: KW

Dates of coaching services received (months/year): December 30, 2009 to January 27, 2010 (once a week)

1. On a scale of 1 to 10, with 10 being most useful, please rate the usefulness and satisfaction of your coaching experience: 10, I would recommend Heartland and specifically my coach, to others.
2. Please describe/characterize your coaching experience: My coach was outstanding and highly effective coaching experience. She demonstrates an ethical and conscientious demeanor. I felt safe to discuss personal and professional goals and challenges. She listens intently and responds with direct and proactive answers. She came prepared for every session with weekly tasks and visual tools - identifying that I was a visual learner and communicator. I was amazed after our first session that I was applying our discussion to my day-to-day work situations. And, I was even more shocked when I found myself applying the same tools to my personal life situations as well! I want to thank Heartland Organization for the opportunity to participate in this exceptional coaching grant project.
3. Please provide specific examples of any changes you have made, goals that you've achieved, or tangible results as a result of your coaching experience: First: Become a communicator of difficult conversations: Not allowing negative labels to be put upon a situation, and to go into the conversation or challenge without preconceived negative expectations. Acknowledging aloud when the conversation is uncomfortable or difficult then establishing guidelines on the style of communication that will be used in the specific situation.  
Second: Establish a style of communication within my own department. After completing a DISC assessment and understanding my own style of communication and personality, I requested a meeting with my direct supervisors and asked a series of questions to better identify their expectations of me and verbalize what I had learned through the coaching session around managing difficult conversations and situations. The meeting also allowed me to verbalize my style of communication and the environment that will allow me to do my best work. My direct supervisors listened

intently to the steps and tools discussed during my coaching sessions, and we then discussed ways to begin applying these tools in my duties and future responsibilities. I feel empowered to make concrete decisions that I was uncertain were mine to own in the past, as well as the ability to stretch my professional goals.

4. What have you learned, or discovered about yourself, as a result of your coaching experience? I have learned that I can be the expert at difficult conversation. As the recruiter and FMLA administrator for Unity, I encounter various levels of difficult or challenging conversations each day. I have applied active listening, verbalizing the discomfort of the situation, acknowledged the individual's specific questions and maintaining a level of professional and honest discussion. Additionally, I have found my stress level overall has decreased within the scope of my duties and responsibilities. I feel prepared and even excited when encountering a new situation or challenging conversation. My first thought is "How can I make this a collaborative and win-win situation for all?"
5. What aspects or features of coaching did you find most helpful? Visual aids I still use now to trigger conversations and tools discussed during the coaching sessions. I found the ability to speak freely and confidentially with enabled me to be very honest with myself and discuss the most appropriate tools that would aid me. Weekly sessions was just the right span of time to recall the content we discussed the week before and share tangible examples from my professional or personal situation during the last week. I also enjoyed having 'homework' to complete during the week and bring back to the session for further discussion and application.
6. How do you see your coaching experience impacting your personal and/or professional life going forward? As I mentioned above, I was applying tools from my coaching session towards professional and personal situations within days after the very first session. I have continued to apply these tools and found it has not only lessened my internal stress level, but has also allowed me to become a better listener and communicator. I even found my discussions to be a little therapeutic...it's freeing to divulge confidential challenges to another professional who will not judge you, and who is able to process and then offer tools and strategies that were applicable immediately.
7. Recognizing that coaching does not include providing advice, how could your coach have conducted your sessions differently that would have improved your coaching experience: I would have welcomed more sessions, but I realize the grant was established with specific parameters in mind.