

SOLUTION FOCUSED TEAMCOACHING FOR RESILIENCE

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The Green Field

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SOLUTION FOCUSED TEAMCOACHING FOR RESILIENCE



Or how I learned
to stop worrying
and love problems

resilience



Solution focused



Problem phobic



Solution forced



Solution Focus



Steve de Shazer & Insoo Kim Berg
1940-2005 Milwaukee USA 1934-2007



Dr. Luc Isebaert
Korzybski Instituut Brugge



Happier people
Successful workplaces
Great results
A better world

We believe that people, teams and organisations possess more resilience than they realise.



Happier people
Successful workplaces
Great results
A better world

We believe that everybody wants to be successful and wants to contribute to the well being of others.



Happier people
Successful workplaces
Great results
A better world

Allowing them to discover their own solutions is what drives us in our work.

The **Solution Focused approach**

is a way of conversing

in which we use specific questions

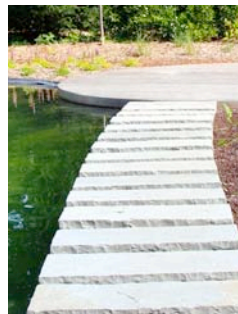
to get a picture of what could be better

and what helps to make a positive difference



We do this by asking questions:

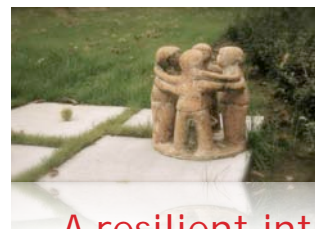
- What's wanted?
vs. what's wrong
- What works?
vs. what blocks
- Which small steps will help
to move forwards
vs. drastic solutions



Available on amazon:
<http://tinyurl.com/Resilienz-Ilfaro>

Program

- Welcome
- A resilient introduction
- Success analysis
- A different take on problems
- From complaint to wish
- 4 steps of solution focused teamcoaching
- Solution Focused team coaching in practice
- Resilience starts at home

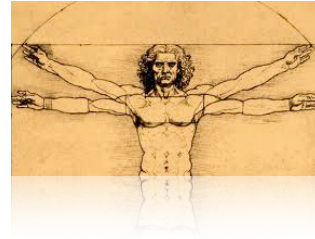


A resilient introduction

Form groups of 4



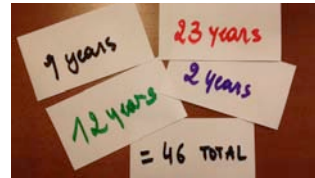
Shake hands, introduce yourself



Check who has the largest arm span
(Spannweite)



Share one thing you have done already
this morning to take good care of yourself



Add the years of
professional experience
you have in your group



Best hopes...

- Suppose, that you and your team would be able to respond in a more resilient way to problems ...
 - ▶ What difference would that make
 - on yourself
 - your team and/or
 - your business?



What is one thing you would
love to get out of this workshop?

Success analysis

- Think back about a time when you and your team responded in a very resilient way to a problem.

- ▶ A: Tell your partner
 - What the problem was
 - What you did to respond to it
 - What the result was

- ▶ B: Close the conversation with a compliment: "What struck me in your story was the way in which you ..."

An different way of looking at problems

1. Problems are inevitable



"Life is one damn thing after another."
Winston Churchill

2. People are resilient

"Life is one solution after another."
Ilfaro



Solving other people's problems is denying their capacity to learn



<http://www.youtube.com/watch?v=TAIHeGHi5yM>

And...sometimes...
we get stuck



First law of holes:
"If you find yourself in a hole, stop digging."



- A (...) problem has the form: "I don't know my way around."
- Ein (...) Problem hat die Form: »Ich kenne mich nicht aus.«

Ludwig Wittgenstein, Philosophische Untersuchungen, 123, 1953.

The question is:

- How can we help individuals and teams to find their own way?
- How can we make them more resilient?



From problem to wish

"Complaints are badly formulated wishes"
"Vorwürfe sind schlecht formulierte Wünsche."
Martin Haberzettl

Listening with your 3rd ear

- A does his best to complain for a couple of minutes to B
- B listens with his 3rd ear
Does not interrupt - nods
- After 3 minutes, B tells A:
"I hear that it is important for you that ..."





It's not about the nail

www.jasonheadley.com
<http://www.youtube.com/watch?v=-4EDhdAhrOg>

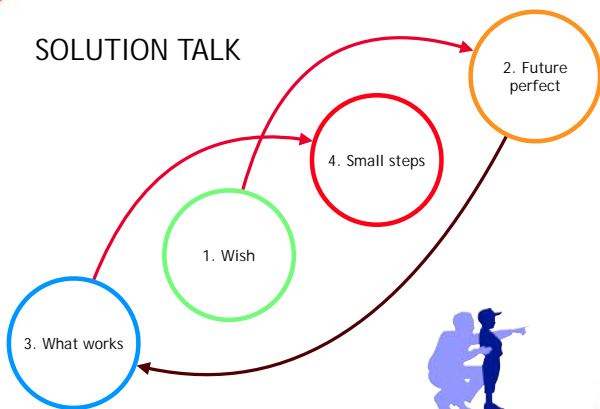
Steve de Shazer

Problem talk creates problems, solution talk creates solutions.

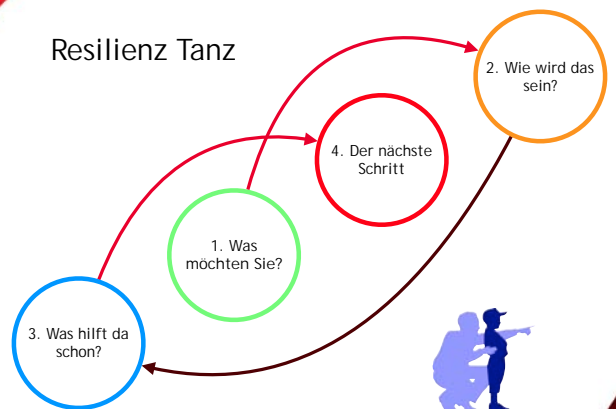
More than Miracles



SOLUTION TALK



Resilienz Tanz



Solution Focused Team Coaching

Have a go...



1. What does the client want?

- A talks about their team:
 - ▶ What is going well.
 - ▶ Areas of improvement.
- B & C listen a couple of minutes
 - ▶ Compliment on what is working well
 - ▶ Ask what A would like to be different.
 - ▶ Rephrase: "If I understand you well, you would like your team to ..."

Checklist for a good wish for change

- Checklist:
 - ▶ A really wants it
 - ▶ Realistic
 - ▶ Positive (vs “No more...”)
 - ▶ Start with something (vs stopping)

2. Clarifying the future perfect

- Coach B:
 - Suppose some sort of miracle happened overnight and tomorrow you discover that you and your team got better at this ...
 - ▶ What clues would tell you that this miracle had occurred? (name at least 5)
 - ▶ How would others (clients, colleagues, ...) notice that this miracle has happened with your team? (name at least 5)

3. What works already?



- Coach C: Consider this scale, where 10 stands for the change you would like to see and 0 for the opposite.
 - ▶ Where are you now on that scale?
 - ▶ What number would you say you are at?
 - ▶ What are you already doing that tells you you are there already? What else? What else? What else? ...
 - ▶ When was the last time you were even higher on that scale? What were you doing then that worked well? What else? ...

4. Next steps

- What would be the first signs that tell you that you are one step further on that scale? What else? ...
- What small things could you start doing from tomorrow/next week on that will help you to move up on that scale? What else? What else? ...

5. Closure

- Coaches:
 - ▶ Compliment A on all those things that struck you in a positive way.
 - ▶ Ask A how this coaching was useful and what they take away from it.

SF Team Coaching - Part 2: follow up

- Progress:
 - ▶ What is better?
- Strategy:
 - ▶ What did you do that helped you to make that progress?
- Next step:
 - ▶ How would you notice you continued to make progress on this? What would be different if you would move further up on the scale?

Resilience starts at home

Make a list ...
of 10 things you can do each day,
that build your resilience

- 1.
- 2.
- 3.
- 4.
- 5.
- 6.
- 7.
- 8.
- 9.
- 10.

Make a list ...
5 things you can do to build
resiliency on a "rainy day"

- 1.
- 2.
- 3.
- 4.
- 5.

Make a list ...
5 things you can do to build
resiliency on a "rainy day"

Einen Blick werfen in meinen
„Wohlfühl-Umschlag“, in dem ich
alle positiven Bemerkungen
sammele, die man über mich
geschrieben hat

In alten Fotoalben stöbern

Sich mit Freunden treffen

Ein Gedicht schreiben

Eine Maniküre oder Massage
buchen

Einen langen Spaziergang machen

An die See oder in die Berge
fahren

Tanzen - Tai Chi - Sport

Einen guten Film ansehen

Handarbeiten - Gartenarbeit

Mit den Kindern spielen

Ein gutes Buch lesen

Neue Rezepte ausprobieren

Ich denke an Menschen, die
schlechter dran sind als ich und
biete Ihnen meine Hilfe an

3 Fragen des Glücks Dr. Luc Isebaert

1. Was habe ich heute
getan, das mich
glücklich oder
zufrieden macht?
2. Was haben anderen
heute getan, das
mich glücklich
macht?
3. Was habe ich heute
gehört, gerochen,
geföhlt, gesehen,
erfahren das mich
glücklich gemacht
hat?



Thank you
www.ilfaro.be

Let's connect:

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