

Thank you for joining **ICFLA's Group and Team Coaching Special Interest Group**. In order to make the most out of this SIG, please:

- Engage in the 90 minute SIG as you would with your clients. Distractions away, webcams on.
- Please log in from your computer or download zoom on your phone as we will break out into groups at the end of the session.
- Please share your insights and questions in a compelling and concise 30 seconds or less and be conscientious with how often you speak in the large group.
- Bring your questions and your insights, this is a highly interactive SIG and we appreciate your engagement.
- Download the [ICF Team Competencies](#) if you have not already. You may want to print or bookmark the table on page 3 and the competency summary on pages 20-21. We'll be referencing pg 10 and 12.

July 20th 1030 am-12 pm Pacific: Group & Team Case Studies

Group & Team coaching is both similar to and more challenging than 1:1 coaching. The case studies discussed will allow coaches to brainstorm and strategize what language and actions will support their ability to establish & maintain the coaching agreement and well as cultivate trust & safety during challenging group & team client scenarios.

- Collaborate with coaches to share ideas, address challenges, and create best practices in challenging Group & Team case studies
- Leverage the ICF Core and Team Competencies to address challenging scenarios and build best practices

Integrating the ICF Core and Team Coaching Competencies: Establishes and Maintains Agreements

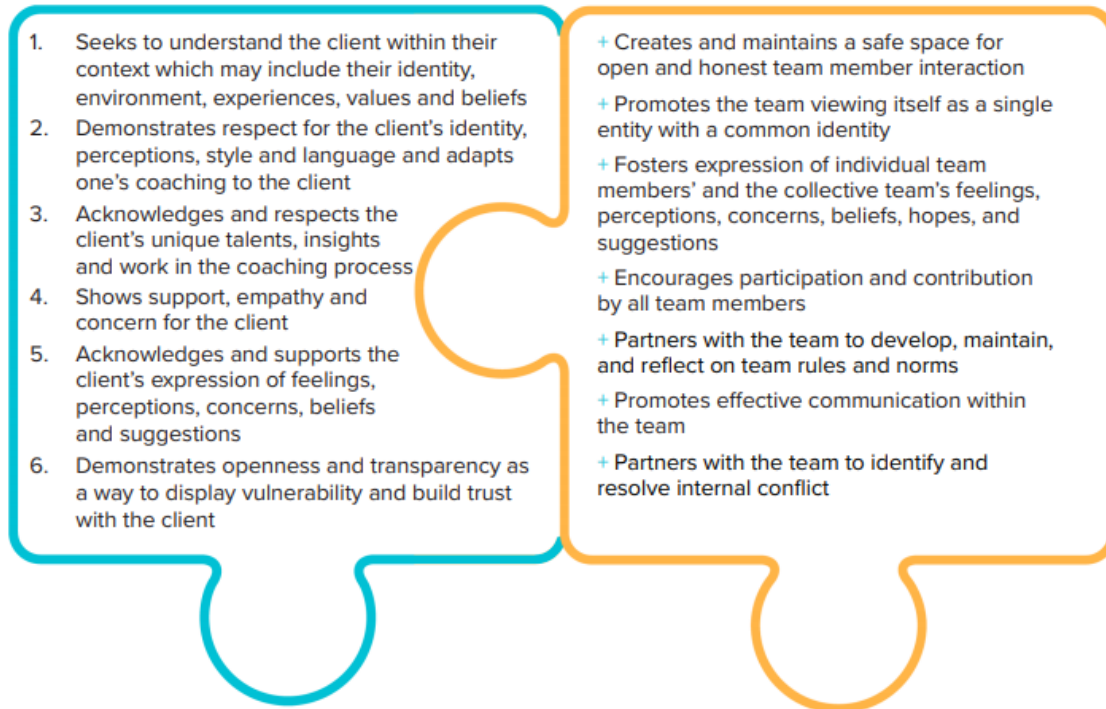
1. Explains what coaching is and is not and describes the process to the client and relevant stakeholders
2. Reaches agreement about what is and is not appropriate in the relationship, what is and is not being offered, and the responsibilities of the client and relevant stakeholders
3. Reaches agreement about the guidelines and specific parameters of the coaching relationship such as logistics, fees, scheduling, duration, termination, confidentiality and inclusion of others
4. Partners with the client and relevant stakeholders to establish an overall coaching plan and goals
5. Partners with the client to determine client-coach compatibility
6. Partners with the client to identify or reconfirm what they want to accomplish in the session
7. Partners with the client to define what the client believes they need to address or resolve to achieve what they want to accomplish in the session
8. Partners with the client to define or reconfirm measures of success for what the client wants to accomplish in the coaching engagement or individual session
9. Partners with the client to manage the time and focus of the session
10. Continues coaching in the direction of the client's desired outcome unless the client indicates otherwise
11. Partners with the client to end the coaching relationship in a way that honors the experience

+ Explains what team coaching is and is not, including how it differs from other team development modalities

+ Partners with all relevant parties, including the team leader, team members, stakeholders, and any co-coaches to collaboratively create clear agreements about the coaching relationship, processes, plans, development modalities, and goals

+ Partners with the team leader to determine how ownership of the coaching process will be shared among the coach, leader, and team

Integrating the ICF Core and Team Coaching Competencies: Cultivates Trust and Safety



Questions to consider for all Case Studies

- How will you Establish & Maintain Agreement?
- How will you Cultivate Trust & Safety?
- What other potential challenges or opportunities may arise?
- What best practices can you share?

Case Studies

- **Multi-Level Team:** A company has hired you for team coaching for a high-profile project team. While it is your recommendation that all participants in the team are of the same level, the company is making the investment with the intention of improving communication, collaboration, and effectiveness amongst the project team which means there are multiple reporting levels in team, from manager to director to SVP. While the participants did not express any concerns about team coaching when you asked them in their individual sessions before the team coaching began, you anticipate that this will change the dynamic of the engagement.
 - How will you Establish and Maintain Agreement?
 - How will you Cultivate Trust & Safety?
 - What other potential challenges or opportunities may arise?
 - What best practices can you share?

- **Divergent Group:** You are facilitating the first session of a group that has, as far as you know, never met. After establishing some norms they all express very different desired takeaways from the group coaching experience in general as well as this session in particular.
 - How will you Establish and Maintain Agreement?
 - How will you Cultivate Trust & Safety?
 - What other potential challenges or opportunities may arise?
 - What best practices can you share?
- **Dominant Voice:** In your sessions you ask opening and closing questions and request that everyone share, but the content in the session itself is co-created amongst the participants. Though you have requested that participants be cognizant of the time they have and sharing the mic, there is one participant who dominates the session content and speaks before and more often than others. More subtle attempts from you as a facilitator do not seem to have an effect. Exacerbating this, the participant is a minority in the group and you are not sure how to address this issue in a way that supports diversity, equity, and inclusion.
 - How will you Establish and Maintain Agreement?
 - How will you Cultivate Trust & Safety?
 - What other potential challenges or opportunities may arise?
 - What best practices can you share?

Upcoming Group & Team SIGs:

ICFLA's Group & Team Coaching's SIG meets on the 2nd Tuesday of the month from 1030 am-12 pm Pacific:

- September 21st 1030 am-12 pm Pacific with guest speaker Jennifer Britton
- November 16th 1030 am-12 pm Pacific: Panel (please recommend panelists)

Group & Team Coaching Resources:

The following resources have been mentioned or recommended by SIG participants. Please continue to add to this list.

- Books
 - [Effective Group Coaching](#)
 - [Coaching for Performance](#)
 - [Coaching the Team at Work](#)
 - [From One to Many: Best Practices for Group and Team Coaching](#)
 - [Genograms: Assessment and Intervention](#)
 - [Leadership Team Coaching](#)
 - [Senior Leadership Teams: What it Takes to Make Them Great](#)
 - [Systemic Coaching and Constellations: The Principles, Practices and Application for Individuals, Teams and Groups](#)
 - [The Team Discovered: Dialogic Team Coaching](#)
- Thought Leaders
 - [Jennifer Britton](#)
 - [David Clutterbuck](#)

- [Peter Hawkins](#)
- Training Programs
 - [Potentials Realized](#)
 - [Invite Change](#)
 - [Team Advantage](#)
 - [WBECS Team Coaching Accelerator](#)
 - [WBECS Global Team Coaching Institute](#)
 - [CRR Global's Organizational and Relationship Systems Coaching \(ORSC\)](#)
 - [Novalda](#)
- TedTalks
 - [The Authenticity Paradox](#)
- Podcast
 - [Team Coaching Zone](#)
- Resources
 - [Team Coaching Zone](#)
 - [6 Team Conditions](#)
- Group Coaching Demos
 - [Coach.Me Interview](#) 9:56-20:48
 - [ICFLA Team & Group Coaching Demo](#) 26:11-56:20
- Genogram
 - <https://genopro.com/genogram/>