



Institute For Enterprise Excellence



Friday, March 31, 2017

1:00 – 2:00 PM CT

“The Power of Vulnerability in Coaching”  
Debbie McAllister, Hansei Coaching



## Housekeeping and Ground Rules

Phones will be on mute.


Use “chat” function to ask questions.

Webinar will be recorded and available for viewing and listening for all.

# PURPOSE



**RESULTS**  
*Performance Outcome*



**GUIDING PRINCIPLES**  
*Consequences & Ideal Behavior*

## CULTURE & CLIMATE

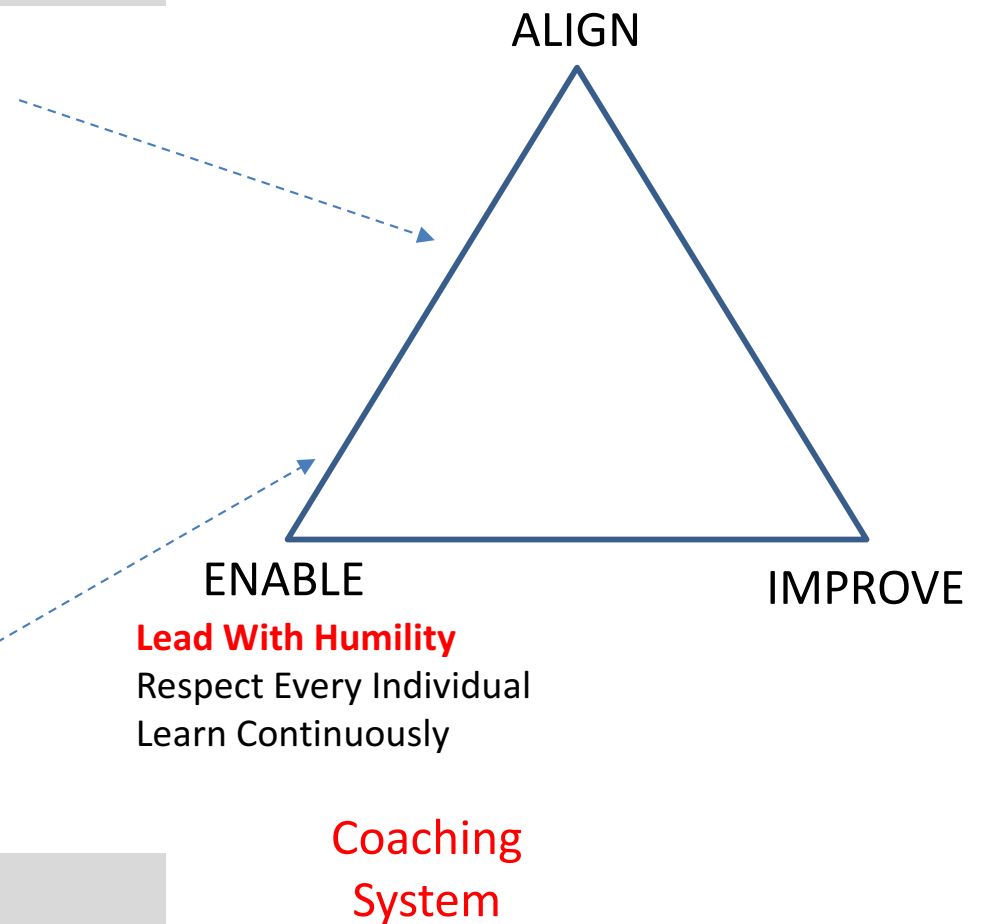


**TOOLS**  
*Tactical Elements*



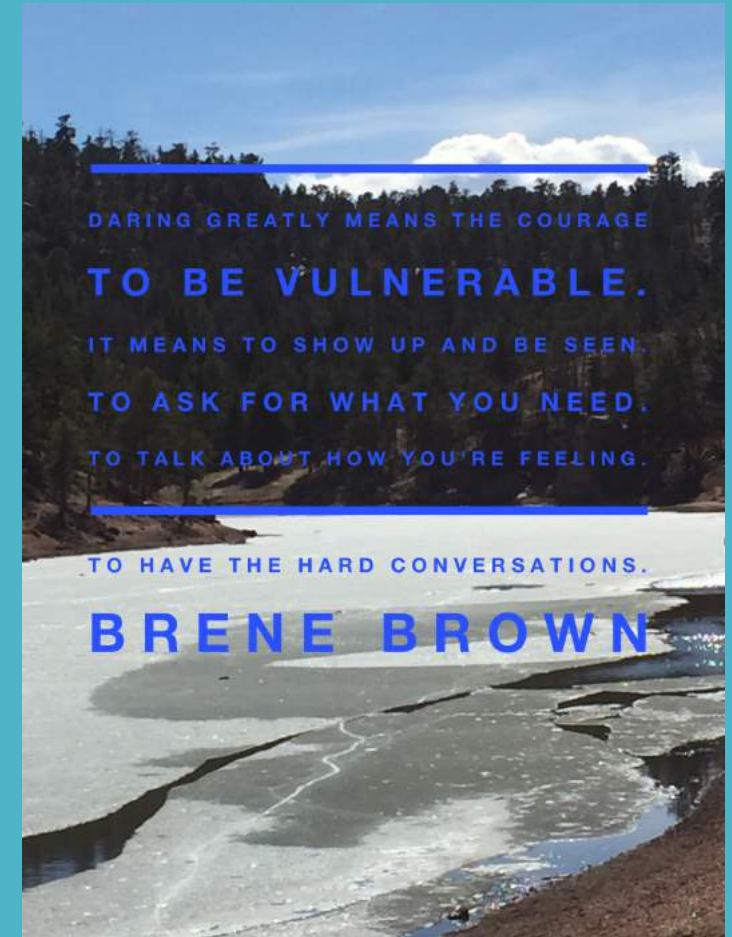
**SYSTEMS**  
*Framework & Infrastructure*

# PSYCHOLOGICAL SAFETY



# The Power of Vulnerability in Coaching

Debbie McAllister  
Hansei Coaching



# My Why

My mission is to eliminate all patient harm in health care by partnering with and guiding executives, directors and managers through their transformation into servant leaders.

We become leaders  
the day we decide  
to help people grow,  
not numbers.

Simon Sinek

# Vulnerability? Am I in the right webinar?



Who has worked hard to make improvements in your organization?

Who has gone back into an area 9 months later where you pulled together a cross functional team and accomplished some great work and the improvements are not sustaining?

Who has worked with a cross functional team that created standard work, rolled out training the staff on the new standard work, measured the “right” stuff and it did not sustain?

Who has worked with your staff to solve the department problems and they are not engaging and they are not open to owning the problems?

# Background

15+ years Lean Six Sigma

High Technology industry

– *transactional and manufacturing*

Health care industry

– *ambulatory and acute care*

Strategic, managing, and boots on the ground

10+ years business

Start up organization

Entrepreneur

Coaching

Bachelors in Business Management

Masters in Healthcare Administration (4 more classes)

Coaching and personal development programs



# Objectives

Building the Coaching Partnership

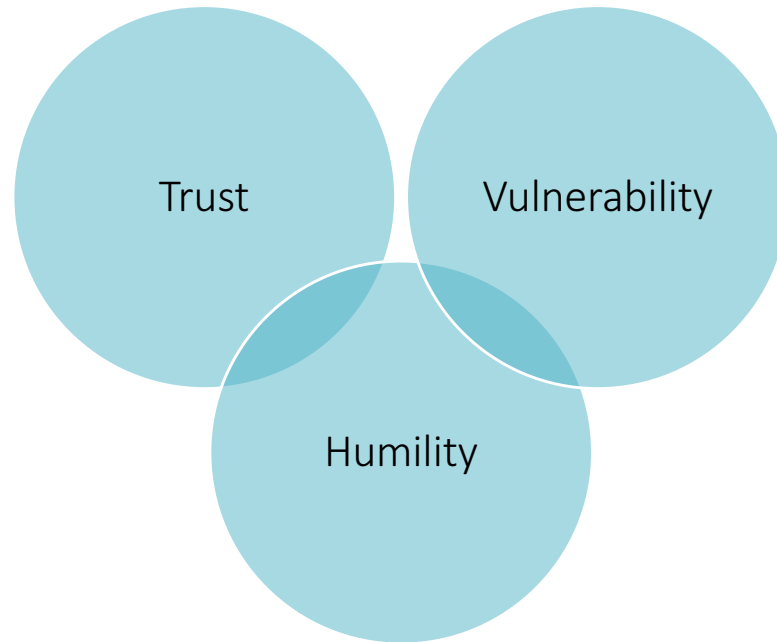
How to Begin the Coaching

What is Vulnerability?

Why be Vulnerable?







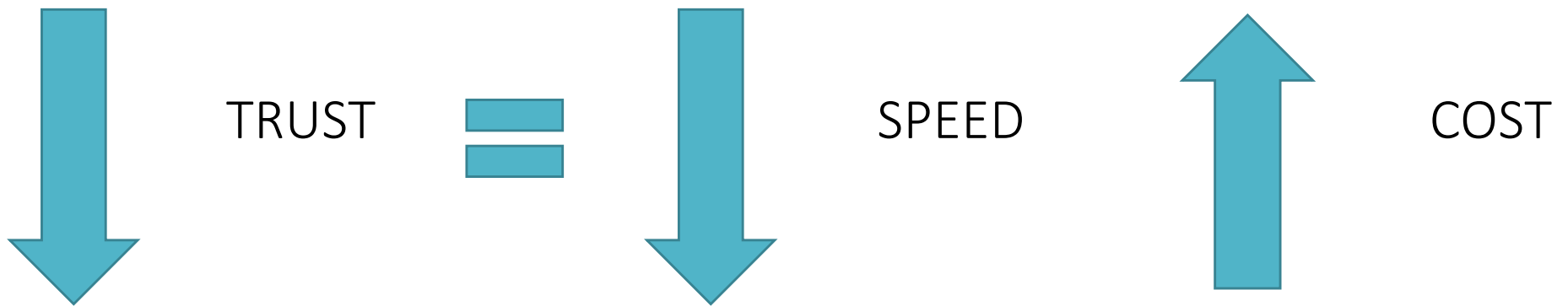
# Building the Coaching Partnership



# Building the Coaching Partnership

# Building the Coaching Partnership

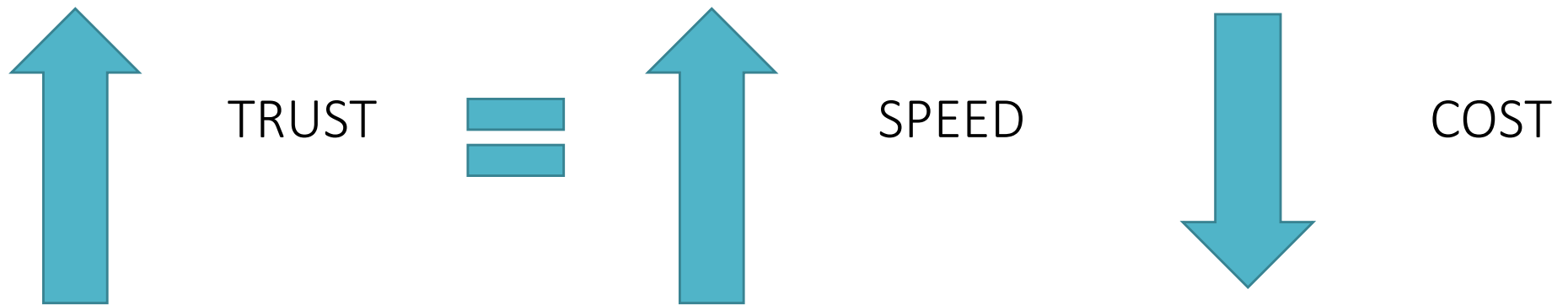
## Economics of Trust



*“Our distrust is very expensive.”  
-Ralph Waldo Emerson*

# Building the Coaching Partnership

## Economics of Trust



*“The best time to plant a tree is twenty years ago.  
The second best time is today.”  
-Chinese Proverb*

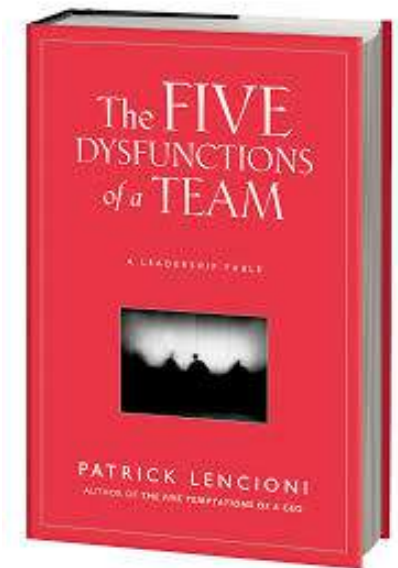
# Building the Coaching Partnership

## 13 Behaviors of Relationship Trust

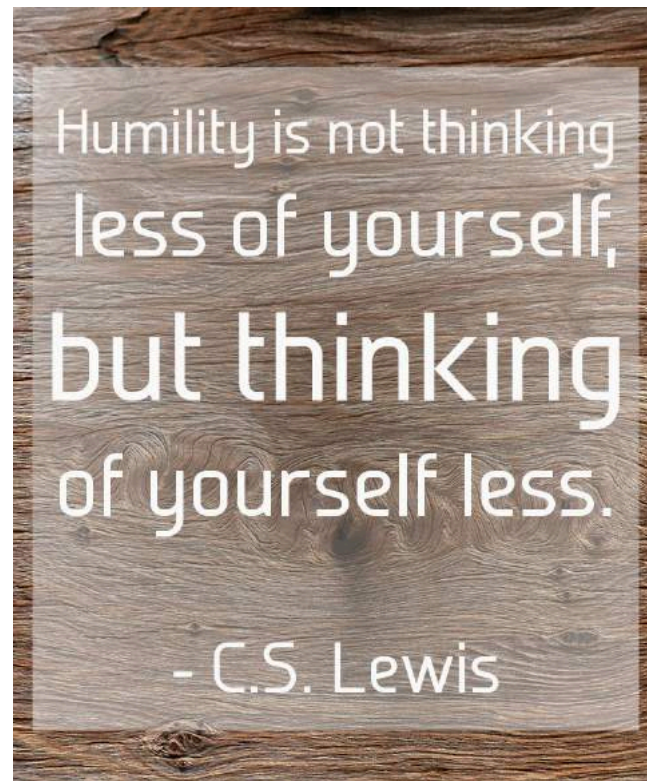
- Talk Straight
- Demonstrate Respect
- Create Transparency
- Right Wrongs
- Show Loyalty
- Deliver Results
- Get Better
- Confront Reality
- Practice Accountability
- Listen First
- Keep Commitments
- Extend Trust
- Creating an Action Plan

# Building the Coaching Partnership

**“No quality or characteristic is more important than trust.”**



# Building the Coaching Partnership



# Building the Coaching Partnership

- Set up the meeting around **their** time
- Go to **their** area
- Looking for **sincere** ways to connect
- You care, **NOT** checking a box
- What is important to them?
- Set Ground Rules of expectations
- What is their preferences to communicate?
- What is the cadence of frequency?
- What is the expectations to work on what you talk about?
- Keep your commitments
- Show up a few minute early EVERY TIME





# Building the Coaching Partnership

## Participant Partnership

### To Establish the Environment for Vulnerability

Vulnerability comes into existence by building trust in the way of humility, creating transparency, respecting every individual, and being fully present.

Therefore, as I model humility, I do hereby promise to do the following to improve my vulnerability and to create a successful coaching partnership:

1. I will not judge where you were yesterday, today, or tomorrow.
2. I will make every effort to overcome my own thoughts to make this about you by listening first and being curious.
3. I will make every effort daily to spend time to reflect how my words and actions can have an impact that may not match my intention.
4. I will make every effort to express my ideas and feelings openly and not fear the rejection, frustration, confusion, or laughter of others.
5. I will return to my 5-year-old mindset who believed in the magic of the world.
6. I will trust the process.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Coach: \_\_\_\_\_ Date: \_\_\_\_\_

# Building the Coaching Partnership

## Vulnerability Exercise

### Practice Vulnerability

Vulnerability comes into existence by building trust in the way of humility, creating transparency, respecting every individual, and being fully present.

1. Find a partner for the exercise. Let the partners find each other and do not assign.
2. Spread out throughout the room. Emotions may come up in the exercise so find the appropriate privacy, if needed.
3. Time exercise is 1 minute. Each partner to read out loud the "Vulnerability Agreement" and out loud share with the other, "I will keep my commitment in the vulnerability agreement."
4. The timed exercise for each partner is 5 minutes. The facilitator should have a gentle reminder of when the partners should switch their sharing.
5. Vulnerability is a person. Don't overthink your answers. Let emotions come up, if needed. Share your response with your partner.
  - What does vulnerability mean to you?
  - How has being vulnerable served you in your career?
  - What would you like to tell vulnerable?

Recap after each partner has completed the exercise.

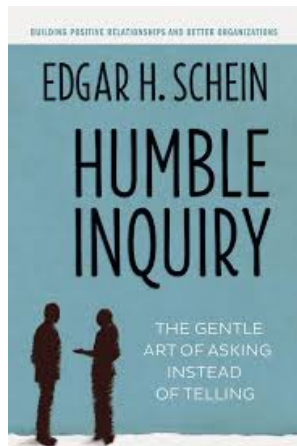
Ask if anyone would like to share their experience with the larger group. Do not call on anyone.

- What was their experience?
- What did they learn about themselves?



# How to Begin the Coaching

- It is NOT about YOU
- Active listening
- Not just what they say
- Listen to their body language



[www.HanseiCoaching.com](http://www.HanseiCoaching.com)



BIG EARS  
BIG EYES  
SMALL MOUTH

“The Import thing is not to stop questioning. Curiosity has its own reason for existence.”  
– Albert Einstein

# What is Vulnerability?

Dictionary definition:

vul·ner·a·bil·i·ty

*noun*

1.the quality or state of being exposed to the possibility of being attacked or harmed, either physically or emotionally.

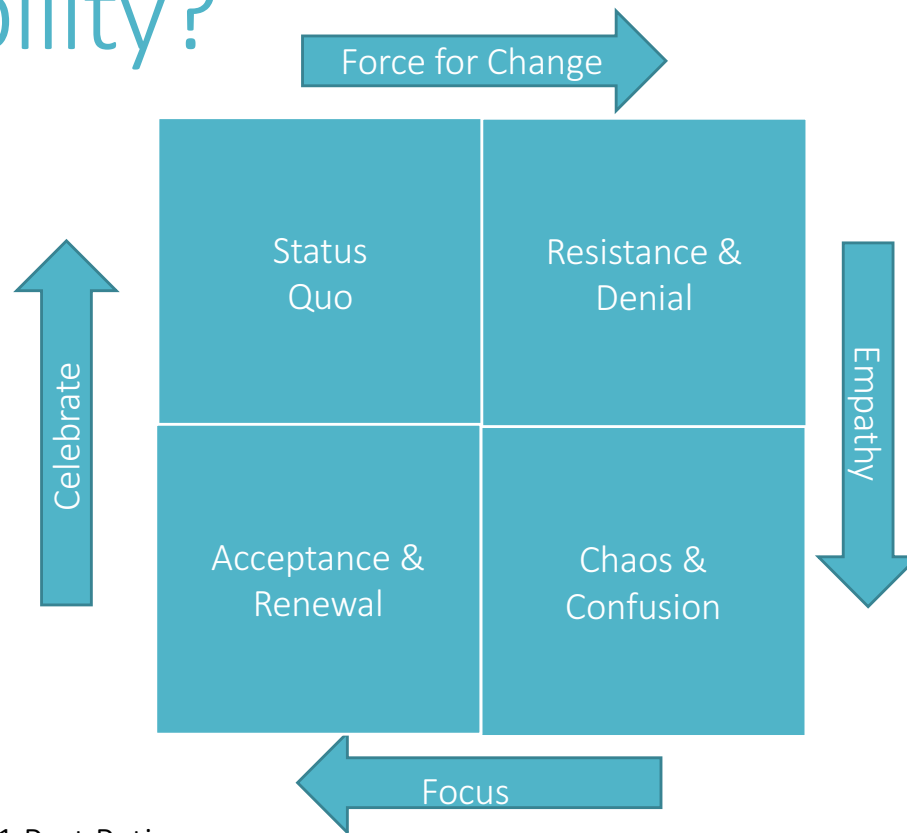
2."conservation authorities have realized the vulnerability of the local population"

Brene Brown, Vulnerability Expert, says

“Vulnerability is not winning or losing; it’s having the courage to show up and be seen when we have no control over the outcome. Vulnerability is not a weakness; It’s our greatest measure of courage.”

# What is Vulnerability?

My definition:  
“ I show up as myself. I show up to hold the space for my client who is going through change.”



1 Part Patience  
2 Part Persistence

Breaking it down  
1 thing at a time

# What is Vulnerability?

## Vulnerability Myth's

Myth #1: Vulnerability is weakness

Myth #2: "I don't do vulnerability"

Myth #3: We can go it alone

Myth #4: Trust comes before vulnerability

# 10 Physics of Vulnerability

- 1) If we are brave enough often enough, we will fall.
- 2) Once we fall in the service of being brave, we can never go back.
- 3) This journey belongs to no one but you; however, no one successfully goes it alone.
- 4) We're wired for story.
- 5) Creativity embeds knowledge so that it can become practice. We move what we're learning from our heads to our hearts through our hands.





# 10 Physics of Vulnerability

6) Rising strong is the same process whether you're navigating personal or professional struggles.

7) Comparative suffering is a function of fear and scarcity.

8) You can't engineer an emotional, vulnerable, and courageous process into an easy, one-size-fits-all formula.

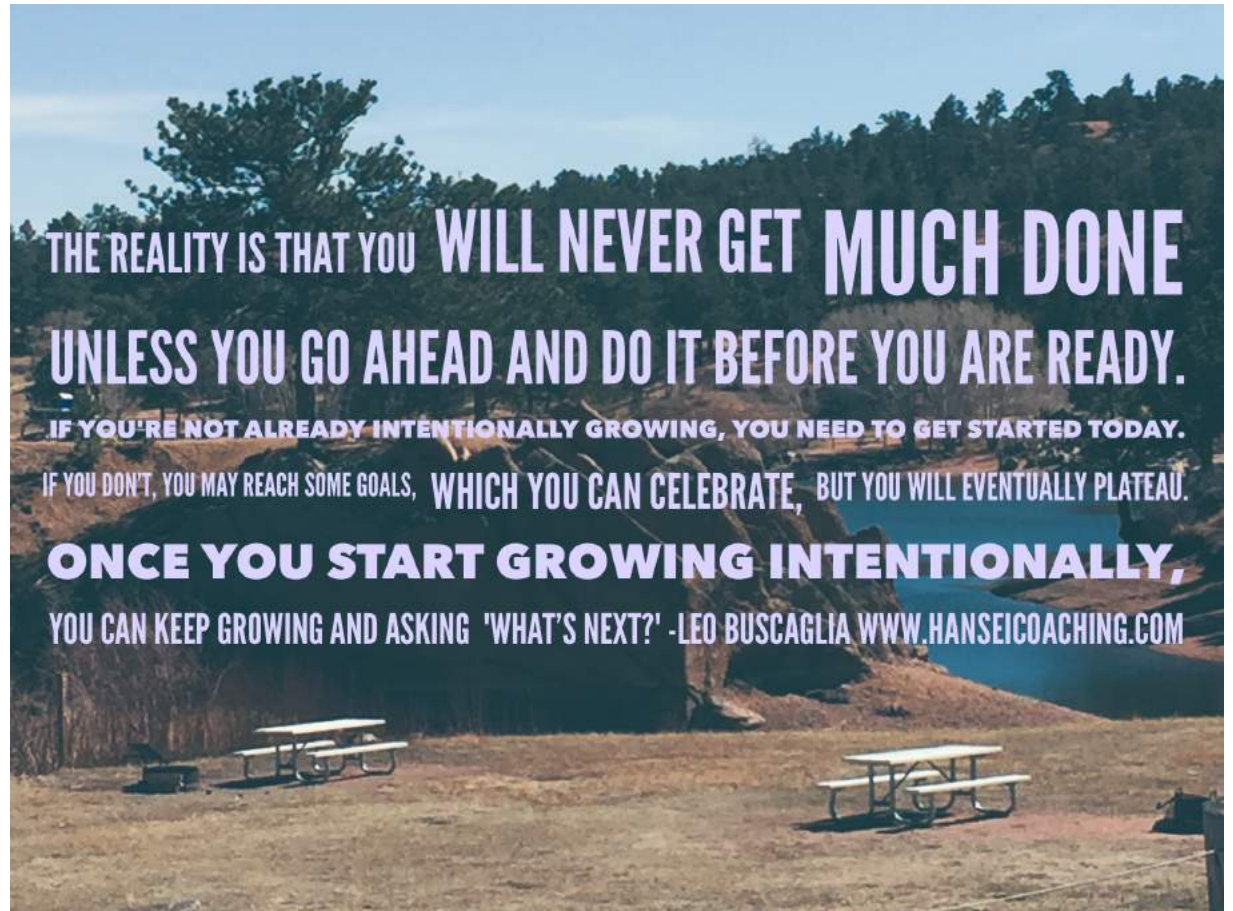
9) Courage is contagious.

10) Rising strong is a spiritual practice.



Practice  
before  
you are  
ready.

[www.HanseiCoaching.com](http://www.HanseiCoaching.com)



# Why be Vulnerable?

- Our ability to be open and vulnerable establishes a deeper level of trust as well as a comfortable, honest environment for leaders who are on their journey to transform.
- By sharing our own vulnerability, we allow ourselves to fully "show up" as a leadership coach.
- It allows us to better coach leaders toward becoming vulnerable themselves.



[www.HanseiCoaching.com](http://www.HanseiCoaching.com)

“Courage is the first of the human qualities because it is a quality which guarantees all the others.”  
-Winston Churchill

# Tips

- Be prepared
- Emotions could come up
- Ask, what do they need?
- Let them share
- Empathy for their staff

“Feeling of belonging, of shared values and a deep sense of empathy, dramatically enhances trust, cooperation and problem solving.”

-Simon Sinek



“Vulnerability comes into existence by building trust in the way of humility, creating transparency, respecting every individual, and being fully present.”

-Brene Brown

# What are your questions?

Debbie McAllister  
HanseiCoaching.com  
408-706-6545  
Debbie@HanseiCoaching.com



" A M I S T A K E I S S I M P L Y  
A N O T H E R W A Y O F D O I N G  
T H I N G S . "

- W A R R E N B E N N I S

W W W . H A N S E I C O A C H I N G . C O M

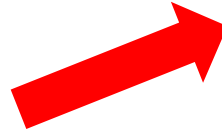
<http://instituteforexcellence.org/webinars/>



Home Foundations Education Research Publications Results **Webinars** Blog About Contact Us

## Upcoming Webinars

## Webinar Recordings



Friday, March 31, 2017, 1:00 pm CT - "The Power of Vulnerability in Coaching" featuring Debbie McAllister, Hansei Coaching. Learn more by going to this link: [Vulnerability in Coaching](#)



"Lean in Rural Health - Tiered Communication" featuring Lisa Radtke, Susan Heitman and Dave Rooney, Winneshiek Medical Center. Watch and listen to recording by going to this link: [Lean in Rural Health](#)

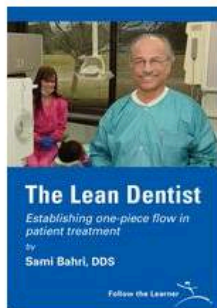


Friday, April 28, 2017, 12:00 pm CT - "Pracademic's Guide to Strategy Deployment - Part 1" Learn more by going to this link: [Pracademic's Guide](#)



"Strategy Execution and Strategy Deployment" featuring Ajay Raikar, President, Partners in Business Excellence. View and listen to webinar by going to this link: [Strategy Execution](#) Ajay is willing to share his slides, go here for that:

[Slides](#)



Friday, May 26, 2017, Time TBD - "One Piece (Patient) Flow" - Sami Bahri, DDS the "First Lean Dentist. Learn more by going to this link: [One Piece \(Patient\) Flow](#)



"Systems Thinking: Key Concepts and Case Studies - Part 2" featuring Dirk van Rossum, NCH Healthcare, Naples, FL. View and listen to recording by going to this link: [Systems Thinking 2](#) Dirk is willing to share his presentation slides, go here for that: [Slides](#)

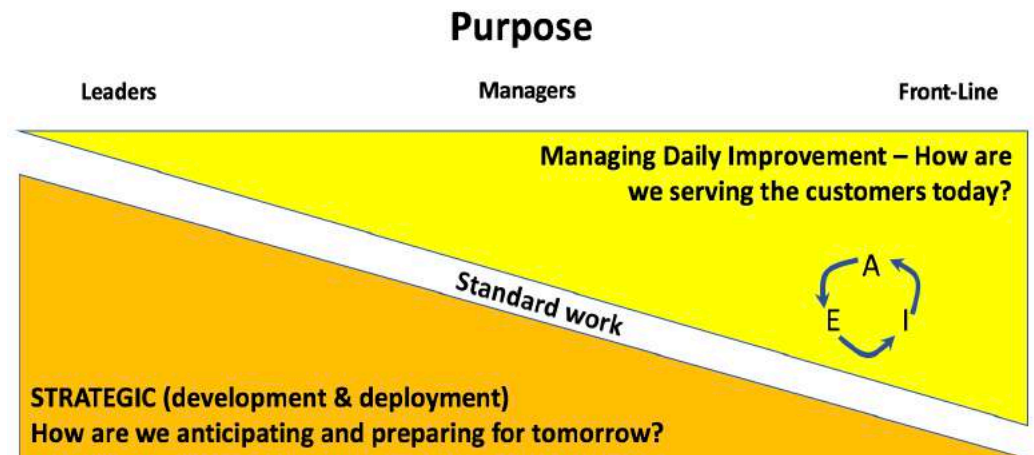


Friday, April 28, 2017  
12:00 - 1:00 pm CT

## “The Pracademic’s Guide To Strategy Deployment - Part 1”

Over the past year, we’ve hosted a series of webinars on the topic of “Strategy Deployment.” We are in the process of writing our next White Paper “The Pracademic’s Guide to Strategy Deployment,” and are pleased to host this webinar as a summary of some of the key lessons learned to date.

We are designing this webinar to be interactive so that we can capture some of your key insights and lessons learned as well.



<http://bit.ly/pracademicsguide1>



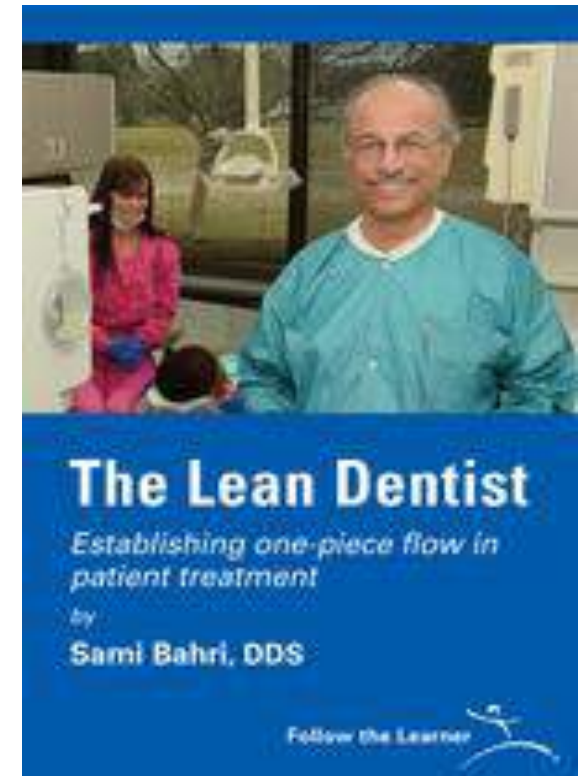
Friday, May 26, 2017

Time - TBD

“One Piece (Patient) Flow”

Dr. Sami Bahri, DDS

Dr. Sami Bahri, DDS, runs a Jacksonville, Florida. His desire to know how other industries manage resources to deliver value to customers led him to study Total Quality Management, Six Sigma, and ultimately in 1996, Lean Management. By 2006, Bahri Dental Group provided the same amount of dental treatments as 2005, but needed 40% less resources, thanks to the application of "Lean Dental Management." In 2007, he presented his work as a keynote speaker at the Shingo Award Conference where he was recognized as the "World's First Lean Dentist." He lectures nationally and internationally on implementing lean management in dentistry. Dr. Bahri is the author of the book, *Follow the Learner: The Role of a Leader in Creating a Lean Culture* (2009), published by the Lean Enterprise Institute, Inc.



[Mike.Stoecklein@instituteforexcellence.org](mailto:Mike.Stoecklein@instituteforexcellence.org)

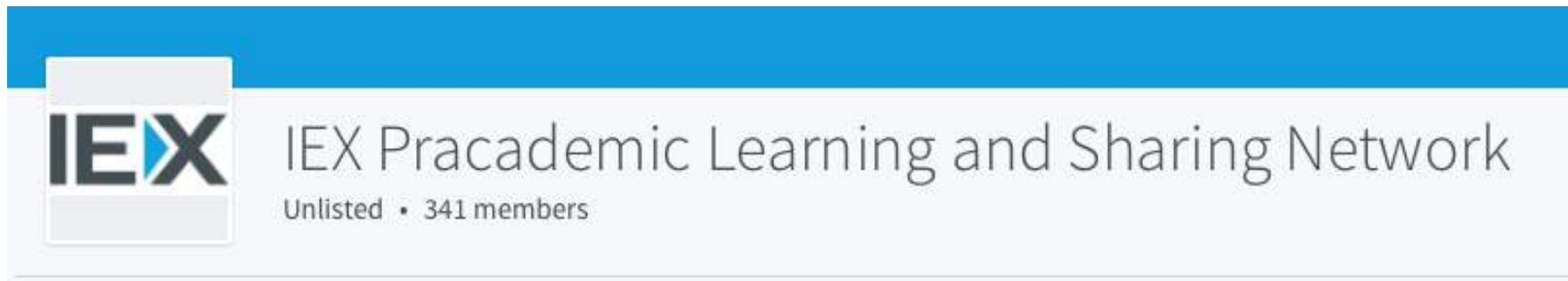




Do you have a story or lessons to share?

We are scheduling our monthly webinars for remainder of 2017 & 2018

[mike.stoecklein@instituteforexcellence.org](mailto:mike.stoecklein@instituteforexcellence.org)



Join our group on LinkedIn [mike.stoecklein@instituteforexcellence.org](mailto:mike.stoecklein@instituteforexcellence.org)