

# Leveraging the Power of Coaching & Change Management to Navigate Disruption

*A four-part panel series*



**March 17, 2021 Noon EDT | 4 p.m. UTC**

<b>Panelists</b>			
	Latise Hairston, PCC	Founder and Chief Impact Officer, Hope Consulting	
	June Jimenez	Vice President of Social Innovation, Impact and Investment, YWCA USA	
	Tim Morton	Founder and Managing Partner, Prompta Inc.	
	Sharlyn Turner Bryant, ACC	CEO/Founder, Push Play Coaching, LLC	
<b>#</b>	<b>Question</b>	<b>Answer(s)</b>	<b>Topic</b>
43	Following Frances: How do we know ICF and ACMP are addressing Social Justice?	ACMP has a DEI task force that is working on a Statement of Inclusivity as well as many other DEI projects. We are also asking the task force to review communications, education, and calls for proposals for unintentional bias.	ACMP / ICF
51	How is the ICF and ACMP partnership maintaining the international applicability to their approach in the face of such diverse national cultural challenges, environment, context, etc across the globe?		ACMP / ICF
27	In doing work on the intersection of social justice and change management work where we know bias exists, how do you approach the concept of 'neutrality' in coaching?		Approach

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29	Per June's comments about compensating people of color for their contributions in understanding the current status and needs of an organization: is compensation the only and best way or are there additional considerations to avoid making them the primary provider of that information being gathered and the primary emotional laborer. I'm in favor of compensation but it seems inadequate to me.	Absolutely! Other potential changes that I would advocate for include: 1) Direct lines of communication to decision-making bodies and not being buried or bottlenecked. 2) Full funding of all initiatives related to moving an organization along. 3) Metrics that measure desired outcomes - because what is measured is moved.	Approach
44	I am wondering ... which systemic areas are we targetting? Other change conversations on social justice address this area. Do we all believe that the current system will provide for tangible and sustaining transformative change? So, which is the first step?		Approach
45	This webinar was branded as "Social Justice", most of the conversation has been on "Diversity and Inclusion" but I wonder if we might push into deeper issues of social justice beyond what happens at work. I'm thinking here about triple bottomline issues of social justice - in the supply chain, in the social impact of the business, of the environmental impact.		Approach
14	Is there a case study that demonstrates how the coaching and change methods were applied?		Case study
32	Any suggestions on the "business case" for doing this work that can be shared with CEO's that may not be motivated to do so without that? e.g. impact on bottom line etc.	There is a lot of thought ware around this that the major consulting firms have put out there. Here's a link to one from McKinsey: <a href="https://www.mckinsey.com/featured-insights/diversity-and-inclusion/diversity-wins-how-inclusion-matters">https://www.mckinsey.com/featured-insights/diversity-and-inclusion/diversity-wins-how-inclusion-matters</a>	Case study
4	Why are no black males included in the panel? While I am prepared to listen, the lack of that representations clearly challenges the topic itself. I realize that is a statement and not a quesiton.		Diversity
22	Seems fairly problematic to be adressing DEI and not have accounted for CC capability. :(		Diversity
52	I did enjoy the discussion. Sorry to hear an answer to my inclusion quesiton. But thanks for hosting the discussion		Diversity
53	to not hear		Diversity

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31	Can you share Twitter handles for the panelists?	As a follow-up we will get back to this group on appropriate ways to get in touch with our panelists.	Engagement
5	How might I get more involved, as a Coach with ICF Calgary? I am a change management professional, working on my accreditation. I'd like to see more collaboration, I have been advocating OCM and Coaching being aligned.	Please join the local ICF chapter. As for the tie-in with Change Management, check out the work that the ICF and ACMP chapters of Toronto are up too... as they are clearly leading the way.	Engagement
39	Can you please send along contact information for the panelists? Thank you	We will include links to the panelists' LinkedIn profiles in our session follow-up email tomorrow.	Engagement
40	The conversation is becoming very U.S.-centric. Can we expand the conversation to other parts of the world?		Engagement
2	Do we get ICF credits for this webinar?	Yes, both ICF and ACMP have approved one continuing education credit for each of the hour long webinars in this series. Please refer to the process for each of these organizations to claim credit.	FAQs
8	Will the recording be made available afterwards?	Yes, you will receive a follow-up email with instructions on how to access the recording.	FAQs
13	How do you know if a corporation is truly a believer in the diversity / inclusion / equity of their employees vs. leveraging that as a PR or marketing stance? And does it matter? If the right type of change is happening, based on the engagement and passion of those steering the change, does it matter if the top leaders are truly bought in or not?		Impact
24	I believe strongly in equality of opportunity but am very concerned about mandating equality of outcome I would like to hear the panelists comment on this in the context of leading meaningful change.		Impact
38	My company only recently created a DE&I council and I'm worried they are looking at racial justice/equity as a "flavor of the moment" type situation. Any suggestions on how to keep it real, growing and valid for my employees? thank you		Impact

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49	How do you balance the very real sense of urgency that companies have to focus on delivering results and make money with the thoughtful time required to do this kind of hard personal work? As an analogy, a huge % of humans can't even find time to do this kind of hard emotional work in their personal lives - how do we convince them of the need to do it in a work environment?		Impact
11	How is Social justice being addressed by ICF and ACMP, beyond this webinar	ACMP has a DEI task force that is working on a Statement of Inclusivity as well as many other DEI projects. We are also asking the task force to review communications, education, and calls for proposals for unintentional bias.	Organizations
1	How as Coaches and Change Management professionals are you doing your own "internal work" of DEI and Belonging work?		Panelists
37	What is YW?	live answered	Panelists
47	'@Kimberly Fields - we have VP of DEI with whole strategy, dashboard of minority on Board and Senior Leaders, including Affinity Groups. We have 80+ internal coaching program for leaders.		Panelists
20	A community is democratic only when the humblest and weakest person can enjoy the highest civil, economic, and social rights that the biggest and most powerful possess. A. Philip Randolph 1889-1979	That is a great quote. Thanks for sharing with all of us.	Sentiment
33	When will we start looking at humans without their skin color? This is not to undermine racial inequality and equity in any way, but just a larger question.		Sentiment
35	Thank you, June!		Sentiment
16	would you consider it for the future ones? this is important. thanks for your reply.	Yes, we will make a note and look into this.	Technical
54	I've only just logged on. Got my time zones wrong. Will the recording be available. Thanks	Yes, the recording will be available. An email with instructions will be going out shortly.	Technical
55	My time zones were incorrect as well..		Technical
56	Yes me too. For some reason my calendar said to 1pm EST		Technical
3	Spotty audio right now ...	Thanks, we are working to address it.	Technical
6	Tim's audio is still spotty	Thanks, we are attempting to address this.	Technical
7	Can he turn his own volume up?	Thanks, we are attempting to address this.	Technical
9	would you be able to turn on the Closed caption option for us to view as they speak? Thanks!	Unfortunately, we do not have closed captioning capability for this webinar.	Technical

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19	zoom and bluetooth headphones just don't work very well - at least on Windows.		Technical
36	Will the resources in the Chat be saved and shared with the recording? (This program is POWERFUL and actionable! Thank you all so much!)	The entire recording will be saved and in front of the paywall for both organizations for the next two weeks. I believe this includes the chat as well.  The recording will not include the chat, however we collect all the resources listed in the chat and provide them as collateral in our follow-up email tomorrow.	Tools/Resources
10	What AI tools are you using to measure inclusion and sentiment? What data is captured to show the data across groups within an organization?		Tools/Resources
12	How does the role of AI account for the fundamental difference behind organisational practices/behaviours as opposed to the underlying core values difference of national culture? Thank you		Tools/Resources
15	Would love to hear more about the measures that exist to look at belonging and inclusion in organizations, particularly what tools might be available to small to mid-sized nonprofit organizations.		Tools/Resources
17	Where can I get an assessment, as was spoken of, for a NFP org?		Tools/Resources
18	What's the name of the diagnostic Tim is talking about?		Tools/Resources
21	May we please have a link to the assessment Tim just mentioned?		Tools/Resources
23	June - what was the process you used for the deconstruction of race for you? A specific process?	I went through a racial justice program sponsored by one of our local associations. We have many racial justice programs around the country that take individuals through this process in a cohort based setting. You can find the closest YW to you by clicking here: <a href="http://ywca.org">ywca.org</a>	Tools/Resources
25	June - what process did you use to deconstruct your own internal work?	I went through a racial justice program sponsored by one of our local associations. We have many racial justice programs around the country that take individuals through this process in a cohort based setting. You can find the closest YW to you by clicking here: <a href="http://ywca.org">ywca.org</a>	Tools/Resources
50	Who is creating the algorithms in A/I to ensure DEI lens		Tools/Resources
26	What resources / training is available through ICF for DEI? Will there be some follow up for this for individual coaches?		Tools/Resources

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28	Are you familiar with the Intercultural Development Inventory as a method of assessing one's cultural competence. Would you recommend it or another?		Tools/Resources
30	'@Lalise might you be able to share the name of the specialized coach training program you went through?		Tools/Resources
34	For any of the panelists, I'm an internal coach for an organization. This has struck a thought for me as I can relate to being exhausted with "training." It doesn't move anything forward. Do any of you offer or have you explored building group coaching programs for organizational leadership to do this "deconstructing" work? I believe assisting leaders with this self work, helps with learning how to identify the processes, procedures and systems that cause inequities to still exist.	What has worked well for us is the ability to have affinity groups. Internally, we went through an internal curriculum (reading and digesting), facilitated discussions (as a group), and then affinity groups (Black, White, POC, LGBTQ+ and other identities) to de-construct the learnings.	Tools/Resources
41	Can you share more examples of what accountability looks like within organizations?		Tools/Resources
42	I'm wondering about strategies to support clients of color in organizations that are experiencing othering and trauma and do not have the power to change that.		Tools/Resources
46	Do you find some assessments used in coaching that have bias that impacts DEI focus?		Tools/Resources
48	How would you suggest firms address the inequitable burden of addressing biases in the workplace, like going through EOC processes, reporting, meeting, etc.?		Tools/Resources