

Leveraging the Power of Coaching & Change Management to Navigate Disruption

A four-part panel series



May 19, 2021 Noon EDT | 4 p.m. UTC

Panelists		
Afsheen Ismail-Wey		CEO, HR Advisor, and Leadership Coach - The Phoenix Coaching Co.
Houston McLain Barber		Superintendent - Frankfurt Independent Schools, KY
Dhru Beeharilal, JD, PCC, CSPO		Founder and Principal -Nayan Leadership
Lisa De Nicola		Corporate Consultant & Leadership Coach
#	Question	Answer(s)
1	This is great! Will the recording be emailed to us or posted online? Unfortunately I can only attend the first 1/2 hour. Thank you!	Thanks for joining us! The recording will be posted on both the ICF and ACMP sites and will be available to all. After two weeks, the recording will move behind the paywall of both organizations and will still be available to members of both organizations.
2	Is this session offering ICF CCEU's	Yes!
3	Would love to hear any wisdom you have about time (and energy) management issues in this context. Feels like it is a frequent concern/complaint.	
4	Hello and thank you so much for being on the panel today! Grateful for your willingness to share your experiences and passions! Are there videos we can watch of the previous panel discussions? (E.g., March 17's Social Justice?) Thank you and best wishes! - Jennifer	Thanks for joining us! The previous panel discussions are available as recorded webinars either on the landing page for this webinar series for both organizations or behind the paywall of each.
5	Can you post some recent articles about the value of partnering change management with coaching skills? Thanks!	live answered
6	I am very much looking forward to todays session and this amazing group of panelists! I also was curious to know whether CCEUs are offered for this session	Yes, they are.
7	As with a previous panel, I'm loving the diversity of the panel members...excited about the learning ahead.	Thank you! While all of our panelists are excellent coaches and change leaders, they come to these disciplines from wildly different professional and cultural backgrounds. We are thrilled that they have invested in our global community with this panel discussion.

#	Question	Answer(s)
8	What have you done to create Trust and ease fear for people dealing with change in their organisations?	
9	I am doing a project on how we come back to the office after Covid and the fact that working in a hybrid way will be the future. Hybrid working is quite a challenge in team dynamics and even a culture change. What is your experience up until now?	
10	What study did Afsheen reference?	DDI, however we will be providing a list of resources and collateral that our panelists mention in our session follow-up email as well as on each organization's panel series pages.
11	How to coach leaders who were ALREADY operating in a toxic organisational culture (e.g negative staff perspectives, siloed operations, poor performance etc) ...which is further compounded by the covid relatives and uncertainties?	
12	Coaching individuals, we help people see that they can overcome fear through radical empowerment- taking full charge of their careers and lives, often times at the expense of loyalty to a specific employer. Your thoughts about this?	
13	Kurt, I know the topic's getting covered tangentially, but want to make sure it gets addressed: how does an exec, who is being coached on creating change, going to effect the change / transformation such that those affected feel they are part of the transition, not objects of it?	
14	Thanks for the call out on the value on both skills, CM and coaching. I'm looking for "data" on this partnership and "data" indicating the biz need for coaching, as well as value stories. Any articles on this is appreciated, thanks.	Thanks for joining us today, Brenda. As part of our follow-up package to this webinar, we will not only post a recording of the session itself, we will include a resources list from our panelists that include everything they have referenced today along with other relevant suggestions. We would also recommend checking out the websites of both ICF and ACMP for some of this data, especially the Human Capital Institute study commissioned by both organizations.
15	Logistic info to get organised: how long does the session last? I couldn't find this info	This session is 1 hour.
16	How do you address the potential vulnerability leaders are feeling when they are burned out or just frustrated and not knowing what to do next?	

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17	Working in an international non-profit org, focusing on the beneficiaries is at core. Yet, being in a huge and unpredictable transition phase in executive set up. What could be one (or more) approaches to coach/lead a team through this without having much impact on the overall direction? Thanks! ☺	
18	thanks!	you're welcome!
19	Fascinating comments Afsheen. Could you reference the research on leadership empathy leading to staff retention?	Thanks for joining us today. After today's webinar, we will be sending out a resources list from our panelists that will hopefully include all of the materials, studies, and books that were referenced today.
20	Are any of you helping organizations work through what "Work from home" looks like post-covid? And if so, how?	
21	I love the concepts and agree wholeheartedly with them. Can the organizations/panelists refer to or provide data to back up the Empathy - Engagement - Retention chain?	
22	How have you gauged the decision-making styles of organizational leaders and factored that into effecting sustainable change in that organization?	
23	Is anyone surveying in organizations and has questions that they have found effective? karyn.edwards@choicehotels.com	
24	What strategies are you using to help leaders lead the organizational change for reopening after the pandemic?	
25	I love the focus on empathy and creating safe spaces that enable belonging. Even with the best of intentions, what are some pitfalls organizations and leaders may accidentally encounter as we return to in person and hybrid work and what advice do you have to overcome them?	
26	@Kurt. Do you have a link to the study that HCI did?	https://coachingfederation.org/blog/icf-releases-new-research-on-coaching-and-change-management
27	Has any research been done on empathy and leading/managing diversity and inclusivity? i ask because creating spaces for empathy demands confidence and competence with diversity.	
28	thanks Shannon! Is there an opening and closing code?	Sorry, I'm not familiar with an opening or closing code. Is that needed for something specific?

#	Question	Answer(s)
29	Clear that "I don't know" is where leaders anticipating post-covid find themselves, and there is much value in embracing that vulnerability... what questions does the panel consider around the next move from that perspective, regarding what leaders need to know if they are to proceed to act?	
30	I fully agree with the importance of vulnerability. If you have an experience in supporting a leader who still strongly believes 'command and control' type leadership is taken for granted, how did you manage to share the importance of vulnerability with the leader? I would be grateful if you could share your experience and insight. Thank you.	
31	Thanks!	You're welcome!
32	What coaching do you provide to leaders who may not work in an environment where vulnerability is seen as a strength vs a weakness? What can these leaders do to influence a new culture for leaders to build trust and collaboration that demonstrates great results for the business, employees, communities, etc.?	
33	Thanks for the report link	live answered
34	'@Shannon, the ICF typically uses an opening and closing code in order for us to claim ICF CCEU's for a session like this. The opening code is given verbally at the beginning of the session and the closing code toward the end. Maybe for this session there is a different process for claiming the CCEU?	live answered
35	I did not hear code though i logged in exactly at 12 NOON	Please follow up directly with ICF as we have not been provided a code. Thanks.
36	Executives within my organization are struggling with what the new norm looks like. They have communicated new flexible and hybrid work options, but not many of the area VPs are willing to allow workers to work from home 1-3 days a week. These people have been working from home successfully for over a year and feel like they are not trusted. What studies, papers, etc. do you know of that can be shared in corporations to help leaders navigate. Google seems to be the model company that many should be watching. Comments?	
37	CANADA !!!	live answered

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38	perhaps that is something only my chapter uses--no worries. It sounds as if that doesn't apply here.	Ok, sounds good. :)
39	Sometimes leaders feel like going through the OCM process gets in their way of just getting work done. What's your advice for coaching (or re-coaching) them on the value of OCM?	
40	I asked ICF about the CCEUs on the last of these sessions and received the reply: "All ACMP/ICF webinars are worth 1 CCE Unit in Resource Development and you will track these credits as self-study on your renewal application. There are no certificates or credits to claim."	Thank you for this clarification!
41	How are you leading with ZOOM fatigue	
42	Example of employees doing just that: Washingtonian editors went on strike: https://www.washingtonpost.com/media/2021/05/07/cathy-merrill-washingtonian-strike/	
43	Unfortunately, "butts in seats" in many global companies seems to be more of a focus than identifying what worked/didn't work. Afsheen's comment about workers leaving to find a work environment that will support their worker's needs.	
44	Will this chat be available?	
45	What kind of ICF CEU is this? Resource or competency and do you have certificates available?	