

Leveraging the Power of Coaching & Change Management to Navigate Disruption

A four-part panel series



June 16, 2021 Noon EDT | 4 p.m. UTC

Panelists		
	Abraham M. Gutsioglou, Ph.D	Head of Transformation - Think Differently LLC
	Regina Ross, ACC	Director - Change Management Workday Transformation
	Aris Scarla	Change Management Services Branch - US Federal Aviation Administration (FAA)
	Marcia Teixeira, ACC	President - ICF South Florida
#	Question	Answer(s)
1	hi from Tampa Bay	Hello Juanita, thanks for joining us. Please do the shout outs in the chat. We are trying to use this Q&A only for questions for our panelists.
2	Does this webinar offer Core Competencies for ICF?	Yes, you can get 1 continuing education credit (PDU for ACMP; CCE for ICF)
3	Will the slides be posted?	The slides will not be available, but the recording will be available publicly for 2 weeks on the location where you registered for the webinar. Then, the recordings are available on the ACMP and ICF websites on the members-only pages.
4	for those of us who missed the previous sessions, how can we get access to the recordings?	The past recordings are available on the ACMP and ICF websites on the members-only pages.
5	How do we obtain our CCE from ICF?	Yes, you can get 1 continuing education credit (PDU for ACMP; CCE for ICF)
6	Thank you! Do we need a password or do we qualify by just loggin in today?	You qualify for PDUs or CCE's by logging in today.
7	What was the name of the second presenter?	Magda Mook, the Executive Director & CEO at ICF
8	Katy Thank You!	You are welcome!
9	Katy: What is the process to follow to obtain the CCE from ICF?	You would record the CCE yourself.

#	Question	Answer(s)
10	just to confirm - the other recordings are still available on the ICF web-site? thank you!	Yes, that is correct. They are available in the members only section for each organization.
11	Could you provide the link where the recordings are located at?	This one is tough for us to pull off today as the previous recordings are now behind the paywall of each organization. If you are a member of ICF, log in there and search for it. Similarly, if you are a member of ACMP, search for it.
12	Who was the third person? Ken Wolf?	Hi, its Kurt Wolf. I am working behind the scenes today. Thanks for joining us!
13	We cant see Dr. G	He is visible to us. Perhaps check your view in the upper right hand corner.
14	Katy: I can see you've mentioned above that the previous recordings are available on the websites inside the Login, but can you advise where exactly on the ICF site? I'm on there now and can't find them. Thanks.	https://coachingfederation.org/events/live-panel-series
15	Now visible. Thanks Katy.	Thanks for confirming.
16	Thank you for all the info. Interested as well in the CCU's :) Thank you	Thank you Willem!
17	Can you share the questions Marcia asked of the panelists in the chat? Would like to see them written.	Thank you for the suggestion Anna. I have done that at your suggestion.
18	When you say "tools of change mgmt" what specific tools are you most referring to?	
19	Aside from working virtually, how has the COVID pandemic changed coaching and change management? - follow up - What adjustments have you all made to be as effective as possible?	
20	For the Panelists: How/where do they see ICF Core competencies line up with the 5 Steps of Change Management?	As part of the work of the joint ICF-ACMP taskforce we are working on this exact thing right now and look forward to sharing with each organization later this year. Great question!
21	What would you recommend for a young professional who is interested in getting into the change management world? What's the path and starting point? I'm already a coach. :)	Thanks for your interest! Great coaches can make spectacular change managers precisely because of your understanding of the internal process of change. We highly recommend joining ACMP, get involved with your local chapter, attend some webinar, and then get CCMP certified. From there, start looking for ways to deploy your change skills in your coaching work. Welcome aboard!

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22	<p>My company literally asked an executive leaders to step back last week. The CEO also named a successor that that I have found out, over the past 5 days has a negative reputation. He is seen as "managing up" and very self focused. I am in the position of managing the transition. What advice would you give me to coach him to be more people centric and open to feedback regarding some of his past behavior and decisions?</p>	<p>Josh, that certainly sounds like a challenge! We are rather limited in time for Q&A and this question is very specific. Best of luck in working through this issue. My personal advice is see if he is open to feedback. If so, perhaps offer an anonymous qualitative 360 that would provide him the feedback and you can coach him on how to address the issues.</p>
23	<p>Are you finding that many people in Change are into the "Doing" which inevitably ends up focusing on methods / execution with no depth and that people / leadership / teams really struggle to have conversations into the "Being", which is really where coaching applies. Change in Complex space is mostly about behaviours and context, but clients often want those magic solutions that can fix it all (and consultant quick to sell those). How are you solving this?</p>	
24	<p>Would love to hear your thoughts on resistance. As a coach, I view it as energy to be leveraged...in some places, resistance is seen as bad and to be avoided vs. to be uncovered</p>	
25	<p>Interesting to hear the view of appying coaching principles/practices to change management. How would it be helpful for a COACH to apply/use change management tools/processes?</p>	
26	<p>I have 2 questions. 1) What is the typical demand that an organization makes when it wants to hire your work?2) How do you "sell" the coaching approach as something that can really make a difference in a process of transformation in organizations through the change of individuals? (sorry about my bad english)</p>	
27	<p>Abraham. Can you speak a little bit more about S.E.A.T?</p>	
28	<p>What was the acronym that Abraham mentioned?</p>	<p>S.E.A.T</p>

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29	How do I get the get 1 continuing education credit for ICF. I am PPC and member. How do I get it "to my computer".	Thanks for joining us. You should be able to log into the ICF website today to obtain your PDU.
30	!... or will ICF put the 1 credit automatically in my "file" at ICF.	CONTINUING EDUCATION CREDITS: This session can count towards your self-study resource development credits for the ICF credential renewal. Just keep track of the hours you spend in each session and you can fill out that total under "Self-Study" in your renewal application.
31	We had that dicussion in last week's workshop at Global Connect. Should the same person really wear both hats with clients as Regina is saying coach and change manager or should it be a duo?	
32	'@Kurt - do you have a special offer for ICF members to join?	Thanks for joining us today. I am sorry I am not following the question. What are you looking to join for which a special offer would be helpful? Is this a special offer for ICF members to join ACMP?
33	CONTINUING EDUCATION CREDITS: This session can count towards your self-study resource development credits for the ICF credential renewal. Just keep track of the hours you spend in each session and you can fill out that total under "Self-Study" in your renewal application.	Thank you for whoever typed this! You are exactly right!
34	aha i log in and there and seek for "obtaining PDU". Sorry this is new for me and I see more people asking so maybe you can show a slide about this in the end of this seminar. Thank you :-)	We will mention it. CONTINUING EDUCATION CREDITS: This session can count towards your self-study resource development credits for the ICF credential renewal. Just keep track of the hours you spend in each session and you can fill out that total under "Self-Study" in your renewal application.
35	Thank you!	
36	Aha, tahank you Katy, that was very helpful.	
37	How can you help leaders operate differently in a toxic organizational culture?	
38	In the technology world, "Agile Coaches," who are really trainers, have watered down the term "coach" to the point where clients who've had bad expereinces with an "Agile Coach" have lost faith in the "coach" profession. How should an OCM / OD / Executive Coach deal with this situation to reinstate leaders' faith in the coaching profession?	
39	That was helpful	Thanks for joining us!
40	Example of some tools?	

#	Question	Answer(s)
41	As a fellow U.S. federal employee, I agree with Aris 100%	
42	I missed part of this session due to a work call. Will the recording be available later? I have been waiting for this topic!	Hello Autumn! yes, the recording will be available on both organizations websites in front of the paywall for the next two weeks and then available to members of each after that.
43	Hi, I'm a seasoned Change Manager with many methodologies and Prosci certified. I'm graduating this week with my CPC from an ICF Program, on my way to get my ACC. How can I learn more about the "coach approach?"	
44	Kurt - will we have a certificate to upload? I think that's required to enter into our renewal application on ICF?	
45	I'm so excited to hear this conversation! I am convinced I already use the coach approach!	Excellent! It sounds like ICF certification could be a great next step for you in your journey!
46	Great program!	
47	Excellent & Thank You!!!	
48	Thank you, all. Very helpful.	
49	I think this was missed - or please let me know what I can upload? Kurt - will we have a certificate to upload? I think that's required to enter into our renewal application on ICF?	
50	Very interesting - thank you.	
51	Thank you	
52	Will there be a discount for ACMP folks who are interested in attending the ICF conference in October?	
53	Outstanding session! Thank you very much.	
54	Thank you for a great session all!	
55	Great discussion - thank you SO much.	
56	thank you that was a great event	