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**Handling Your Mistakes & Failures in
Coaching**

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Workshop Topics

- Poll
- Inspiration for Handling Failure
- Handling Failures and Mistakes Resources
- Failures & Mistakes Coaching Questions
- Triads
 - Practice Coaching
 - Learn from Being Coached
- Examples of How to Apply What You've Learned







Failure
is not the
opposite
of success;
it's part
of success.
Arianna Huffington

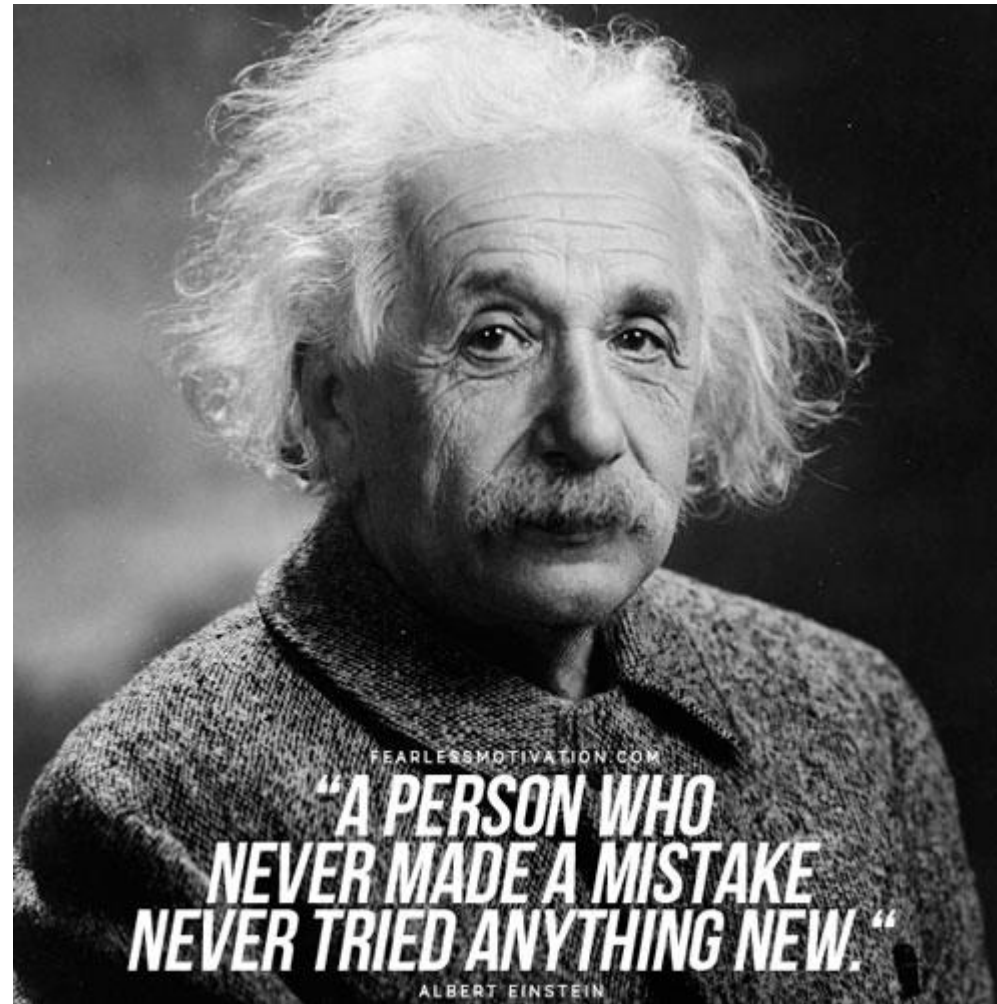




“WE NEED TO ACCEPT THAT WE
WON’T ALWAYS MAKE THE RIGHT
DECISIONS, THAT WE’LL SCREW UP
ROYALLY SOMETIMES –
UNDERSTANDING THAT FAILURE IS
NOT THE OPPOSITE OF SUCCESS, IT’S
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Arianna Huffington







“

Failure is not a permanent experience, you must rise above it and choose to be better than you were a moment ago. Changing and growing is what makes you win.



TheRightMessages.com





It's not a question of whether one can or will fail, the question is when and how one would fail and even more importantly what they would do about it. So do something different from yesterday.



Steps for Handling Mistakes & Failures

- Acknowledge
 - The mistake/failure
 - Your feelings
 - Understand what's underneath your feelings
 - Get support if needed
- Learn from the mistake/failure
- Improve based on what you've learned
- Move beyond the mistake/failure
- Try again
- Teach what you've learned
- Resources:
 - [4 Impressive Ways Great Leaders Handle Their Mistakes](#)
 - [You've Made a Mistake. Now What?](#)



What Gets in the Way of Handling Failure Effectively

- Feelings
 - Sadness
 - Fear
 - Disappointment
 - Embarrassment
 - **Shame**
 - Feeling less than
 - Freezing
 - Despair



Coaching Questions - Feelings

- How do you feel about the mistake/failure?
 - Where do you feel it in your body?
 - How can you release that when you feel it?
- If you weren't feeling these feelings, what would be possible?
 - How can you process your feelings about mistakes/failures?
 - How can you let go of the feelings?
- How do your feelings about it get in the way of learning from it?



What Gets in the Way of Handling Failure & Mistakes Effectively

- Managing your perception of yourself
 - “I am a skilled Coach”
 - “I am ethical”
 - How does how you want to see yourself impact your behavior in the situation?
 - How does making this mistake impact your view of yourself?



What Gets in the Way of Handling Failure Effectively

- Managing others' perception of you
 - “I want the client to have confidence in me”
 - “I want the client to feel they're getting value from me”
 - “I want to be seen as a skilled Coach”
 - Will they see me as a bad Coach if I make a mistake?
- “I want to be seen as the leader Glacier Point Solutions”
- “I want to be seen as a Coach that Coaches can learn from”
 - How does how you want to be seen by others impact your behavior in the situation?
 - How could you find out how this mistake has impacted how others view you?



Coaching Questions to Help the Client See the Mistake or Failure for What It Is

- Making Excuses
 - How can you own this mistake/failure?
 - What are you afraid will happen if you own this mistake?
- Catastrophizing
 - Was it a complete failure?
 - What part of it was a failure?
 - What part of your goal did you meet?
 - What impact does the failure/mistake truly have?



Coaching Questions

- How can you embrace the mistake/failure?
- When are you going to try this again or are you going to delegate this in the future?
- What will you do differently?
- How can you use this mistake or failure to teach others?



Triads – 40 Min.

- Pick a Presenter

Share a Mistake or Failure

30 Minutes

- A - as the client, share a Coaching mistake or failure
- B - coach client
- C - keep time (then rotate)

• Peer Advice

5 Minutes

- Give the Coach one idea on how to avoid or recover from their mistake or failure

Summarize

5 Minutes

- What did you learn about Coaching clients on mistakes/failures?
- Any new strategies or techniques?
- What were some good Coaching questions used?



How Can You Use This With Clients?

- What did you learn about yourself?
 - How can you apply that with clients
- Share an example of how you can use what you've learned with a specific client
- Select a skill or approach you'd like to use with clients





Questions to Use for Leaders Handling Failures/Mistakes with Subordinates

- How can you deliver feedback while being sensitive to their feelings?
- What would make it easier for the person to hear the feedback?
- How could you check to make sure the person received the feedback well?

Failure Resources on the Leadership Page of DS.com

• **FAILURE**

- [How To Embrace Failure In Order To Become Successful](#)
- [Famous Failures Who Will Inspire You](#)
- [Strategies for Learning From Failure \(HBR\)](#)
- [5 Steps to Changing Your Mindset About Failure](#)



Summary

• **Steps for Handling Mistakes or Failures**

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