



Coach Approach Ministries Podcast

Episode 140: 6 Benefits of Mentor Coaching

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- Brian Miller: This is Brian Miller, executive director of Coach Approach Ministries, CAM for short. I'm joined here today by the president of Coach Approach Ministries. Mr. Chad Hall. How you doing today, Chad?
- Chad Hall: Brian, I'm doing very well. Good to be podcasting with you and the millions of listeners.
- Brian Miller: Dozens and dozens of listeners.
- Chad Hall: I was counting the neurons that were listening. Not the individual community.
- Brian Miller: We have quite a few, quite a few listeners so it's somewhere between dozens and dozens and millions. So I appreciate you making me laugh, but today we're going to talk about the six benefits of mentor coaching. Chad, we offer mentor coaching in a couple of ways. We offer it one-on-one to people and you can, you can find a about how we offer this at coachapproachministries.org/mentor but we also, we just started what we call a GMC. What is that?
- Chad Hall: GMC is a type of pickup truck, but that's not what we provide. We provide GMC group mentor coaching and so we've designed it meets the ICF standards so it's 10 people or fewer. It incorporates not only mentor coaching in that group format but also three one-on-one mentor coaching sessions.
- Chad Hall: But the group format, I think it's really fun. Maybe it's because I'm a facilitator I think it's fun, but each week, one participant coaches another participant for 30 minutes and then I facilitate 30 minutes of feedback, observations, best practices we can use that, you know, it's not just feedback to the coach for that day, it's letting that coaching session sort of fuel and to get catalyst for insights and best practices about coaching.

Chad Hall: It's a lot of fun people. People learn a lot by hearing other people coach. And you know, I always say that the, the game moves more slowly when you're not the one playing quarterback. So when you're, when you're coaching man, sometimes it's hard to know what do I ask, you know? But when you're observing somebody coach, it just moves slower and you tend to notice things. Good questions come to mind. Anyway it's a really good process. I know we're not here today during this podcast just to sell people on group mentor coaching, but you should probably do group mentor coaching if you haven't.

Brian Miller: Well, and again, we're not because it fills up really quick. I mean we, we, we fill it up about every time. But, but you, the ICF, the International Coach Federation requires it for their credentialing. Why? Why do they require Mentor coaching?

Chad Hall: Well, because you don't learn to coach just by being trained. You know training is kind of content and it's best practices. It's good. You need somebody who actually hears you coach and that you can get kind of that customized one on one input and development and I kind of like that. I think it's the ICF's way of saying, you know, coaching is great, but sometimes you need somebody other than a coach. You need a mentor, you need somebody a little farther down the path you're trying to walk and they can help you walk that path effectively. And so that's what a mentor is. A mentor is somebody who knows coaching better than you do and they can help you be a better coach.

Brian Miller: It's a needed requirement. I love that that's, that's a part of it. Chad we want to give six benefits to mentor coaching. The first one that we talked about was an outside perspective because an outside perspective kind of opens up the world to people. Talk about an outside perspective.

Chad Hall: Yeah. I think sometimes when you're getting into coaching, you get this little loop going. There's you and there's your client. You know so it's me, my client, me, my client. The client's different client perhaps but you get this kind of closed loop, this closed circuit and you're wondering, am I doing this right? You know, you fall into little ruts and habits. Some are good, some are bad, some you don't know the difference.

Chad Hall: And there's just something about having an outside perspective that lets you even take an outside perspective on yourself. So it's like you're observing yourself as the coach, you're thinking about yourself. And this is really, I think in any kind of endeavor, any kind of craft you're, if you can't stand back and kind of take yourself in and look at what you're doing objectively, you're really not going to improve.

Chad Hall: And so when you work with a mentor coach, it really forces you outside of yourself and to take not necessarily that you need to adopt the mentor coach's perspective on everything. It actually is just an invite to you to have an outside perspective on yourself and your coaching.

Brian Miller: One area that really strikes me about an outside perspective is when we're thinking about how much to charge for coaching. Certainly when I, when I was thinking about it, I was, you know, oh, what's too much, can I make package deals? How should I think about this?

Brian Miller: And then honest to goodness with a mentor coach, I had to write a big check. That talk about changing my perspective. I got to see how it feels from the client's perspective and point of view. And then another one was I distinctly remember bringing an issue to my mentor coach and he said, oh yeah, that happens. That happens? I didn't know that. An outside perspective.

Chad Hall: I had a client, actually a new mentor coaching client yesterday and he was describing a kind of a challenging client that he's working with. And the very act of him describing it to me helped him have an outside perspective on what was going on with the client. And I, of course, I asked some questions and gave some yeah. But I was, I was, I mean not necessarily surprised, I just noticed how that very act of describing it to someone else suddenly gets you out of your head, you know, kind of noticing yourself and man, he, he had a lot of insights. Not really, not really so much from me. More from just that process of having somebody to describe it to having some feedback, that kind of thing.

Brian Miller: Yeah. That happens all the time. You, you, you get ahold of somebody to talk something through and all of a sudden it just makes much more sense to you than it did before you even started talking, not because the other person brings it. Just, but sometimes for sure. Well that's one, an outside perspective. What's a second one?

Chad Hall: The second one is motivation. You know, clients aren't the only ones who need motivation. Coaches need motivation. We, we get stuck, we settle, you know, we, sometimes we kind of lose heart even. Like am I really making a difference and you know, is my coaching good enough? You know that kind of thing. And so I think motivation to, to coach the best we can coach, but also motivation that we are making a difference as a coach. And again, there's just something about working with a mentor coach that, it's stimulating, it's motivating it, it puts the passion back in, that maybe has leaked out was a little bit.

Brian Miller: It's a reminder that this matters. It's a reminder that I'm getting a lot out of this so my clients would, yeah, it's hard to put your own feet to the fire too. You know, and not that the coach is going to hold me accountable, but the coach will create some accountability for me. Walk me through putting my own feet to the fire.

Chad Hall: That much gets observed, gets improved. I mean this is the basic principle of performance. You know the thing you notice is the thing you work on. And when you work with a mentor coach, you're noticing your own ability and you start working on it. You think I'm motivated now to improve my questions, you know, to do a better job helping a client get to action, you know. I'm, I'm

tightening up my, my game as the coach because the mentor is having me observe and notice and you know, pay attention to how well I'm coaching.

Chad Hall: And so I think the motivation things huge. Motivation actually, if I could bottle motivation and sell it, I'd be billion gazillion, I would, I would have one of those seats on Elon Musk's, you know, space exploration.

Brian Miller: SpaceX.

Chad Hall: That's where I'd spend all the money on.

Brian Miller: You'd be going to Mars.

Chad Hall: I don't want to go to Mars. I just want to go into space but if anybody wants to start a Go Fund Me page, so to send Chad into space, I'll, I'll appreciate that.

Brian Miller: You'd go?

Chad Hall: Oh yeah. Oh definitely.

Brian Miller: Oh that's cool. I think your kids are probably going to make the first donation.

Chad Hall: They're like, please. Take him.

Brian Miller: Do you have one way trips? That's what they'll be asking. That's what they'll be asking. Motivation. Oh man, that is a such a big deal. And just the, I think motivation comes with encouragement too because as I describe to my clients, you know, I've, I've asked people if I can coach them and to my surprise, most often they say yes.

Brian Miller: And I think that's just motivating to say, okay, if I take this risk I just have a little more encouragement that it's, it's going to pay off. That lowers the barrier.

Brian Miller: A third one is simply confidence and I think that leads into what we're talking about, that it just makes us more confident that yes, we have what it takes. I was, I was, we're doing a GMC call, we do one-on-ones and I was coaching a guy yesterday and he coached me and it was really good coaching and I told him so. And he said, man, that just gives me a lot of confidence. That's helpful cause you don't know how good your coaching

Chad Hall: Yeah. And you know confidence is the dimmer switch on your competence. The lower your confidence, the less competent you show up. Turn the confidence up. By the way, if you don't have any competence, the dimmer switch doesn't help. So then you're just you know the off switch is all the way.

Chad Hall: But anyway, when you are competent, and you have confidence and man it can dial it up. But if your confidence is low, it really dims it down and I think you're

right people need that confidence. They, they benefit from it and it's hard for it to be self-generated. But hearing somebody else say, man, you're doing a good job. That was really valuable. And I like telling people, I only say this when it's true, but I like the times I've been able to say, if you're curious what professional level coaching sounds like, that was it.

Chad Hall: And man, the coach who's getting that mentoring, you can just, the light bulb is on all the way. You know, the confidence is really high because I think a lot of times we go through life and we notice what we do wrong and we highlight that, we let it hold us back and certainly it needs attention. But boy, when somebody highlights what's going right and can state, that's quality coaching that's worth paying for. I think that's a huge confidence boost.

Brian Miller: Oh no doubt. That's three down. An outside perspective, motivation, competence, what's, what's the fourth one?

Chad Hall: I think the fourth one when you work with a mentor coach, you get connections. And when I think about that as like, relationship connections that you, when I know when I've worked with my own mentor coach, I'll be talking to him about, you know, whatever it is I'm struggling with or what's kind of the kind of a growing edge for me as a coach, or, or even what I'm trying to do with coaching. And he'll connect me with someone that I never would have known otherwise. And so this, this kind of networking thing that happens, it's probably not why we hire a mentor coach. We don't come in saying I need some connections, but man, it's a benefit.

Brian Miller: Yeah. And there's no promise to this. But through mentor coaches, I've gotten clients. I, I've, you know, the mentor coach has somebody that wants a client and they don't want to pay that rate. And usually the mentor coach charges a higher rate than the person being mentored and they pass it along sometimes.

Brian Miller: Now I, there's no guarantee to that. That's not what I'm saying, that you will get a client if you hire a mentor coach. But I have gotten a client through a mentor coach. I've gotten connected like you said, with people in similar areas. I've got in touch with people who are interested in similar niches. So or maybe somebody that's even in that niche, you know, but they that can be passed off. Those aren't guarantees. That's not why people hire him, a mentor coaches. But that has been a benefit for me in mentor coaching.

Chad Hall: Yeah it's a great one. I love giving business to other coaches and who would I give business to, like if I couldn't handle it who would I give it to? Someone I've heard coach and I know they're good at coaching.

Brian Miller: It goes back to confidence to. So, so when I've been given a client from somebody, it tells me they have confidence in me, as, as a coach because they don't want to look bad.

Chad Hall: Hey by the way something just, this is a little perhaps off topic, but maybe if I'm the listener, I'm wondering, gosh if somebody refers a client to me and that client hires me, am I supposed to give like a referral fee or something? What's a best practice with that? And so maybe let's maybe give about 90 seconds of attention to that.

Brian Miller: Sure.

Chad Hall: I think the bottom line is you, you should go to the person who gave you the referral. You should thank them and honestly mean it. And I know from my perspective, most of the time that's, that's plenty sufficient. There's not an expectation unless you have already agreed ahead of time and then you have more of a referral network kind of like, you're already, it's more formalized. But another thing is like a thank you card or a gift card, you know, I've received those, you know, 10 bucks to Starbucks or something, which at Starbucks now that'll get you two drinks. It's pretty nice. I can go Monday and on Tuesday it's seriously, no, that's really, that's a really cool thing. But if somebody does give you a referral, there's not an expectation that you're going to, you know, a send them a check or something like that.

Brian Miller: No. In fact, the person passing off the client should make really clear what their expectation is. So if they don't say anything, my, my assumption is there's no, no expectation. I often ask, you know, what, what are you, what do you expect here? And uh, but, but that's interesting too. So the outside perspective is, while we've found is that that very often, most often in our circles there nothing is passed on except goodwill. And I remember reading a book called the Go Giver, which talked about that's, you know, if I do something for somebody, not that they're going to do something, but it just creates goodwill and that's going to come back to me in a positive way. For sure. Yeah.

Chad Hall: So that's a big benefit, just the connections. What's the next one, Brian?

Brian Miller: Next one I've got is, is resources. This has happened a lot. I don't know how to deal with it, especially when I've been coaching, mentor coaching coaches. Something will come up and they'll say, I was coaching so and so, and this is how it went and I didn't know what to do, which can certainly happen. Just because you're well trained doesn't mean you've hit this, this circumstance. And, you know, I can think of a couple, just the, that the client was saying to the coach, just tell me, just tell me. I don't, I don't want to be coached. Just tell me. That was a big one.

Brian Miller: And so we've seen these things before and we can say, oh, here's, here's how that happens. Another one that happened for me was, my client had, had, had, had she, she had had a client that, the topic was time management. And I've seen this so many times and I've even written a blog post on it now. Time management is never the topic. And so when you see that I can, I can give the

feedback, you know, the, the resource to that. Here's, here's how I would do it instead. What other resources are available?

Chad Hall: Yeah. I think of that as you one resource is simply the mentor coach, their expertise, their experience, their passed that on as someone's walking a path that you've already walked in, and you're helping them kind of know how to, how to make progress. And so just resourcing them so they can make that progress.

Chad Hall: The resources aren't always the mentor. The mentor could also know of some other resources, books, models, those kinds of resources. To me, that's been really valuable in my coaching journey where, my mentor coach is connecting me to a book or a principal. I just got one the other day.

Chad Hall: You know, my very first mentor coach was a guy named Scott Eblin. And Scott's [inaudible 00:18:58] coaching. He's got a great book called The Next Level. And it's for leaders who have gone to the next level. And, I was with him a couple of weeks ago on a webinar and he's mentoring some of us. Man, he gave a model, a resource that was so, so helpful. I used it with three clients within the first week of having heard it.

Chad Hall: And so that kind of resourcing, you know, the, the mentor's passing along, you know, valuable tools, resources, models, books, insights, that you can use. And you never outgrow any of that you, you always need someone who's a little bit ahead of you or maybe has gone in a direction that you want to go. And they, they just kind of know the path and they're able to give you the resources to help you make some progress.

Brian Miller: You reminded me too, that I've had a few clients who are, they're coaches and, and they're trying to make a proposal and they've written something out and then they just email me the proposal and I say, this is good. Here's, here's, here's a couple things I'd change based on my experience. That's a resource. Again, I guess it's, I guess it's the mentor as the resource again, but how valuable is that? Cause again, it builds more confidence, more motivation.

Chad Hall: Yeah. Cause the confidence is, am I doing this right? What's the... you know. Another good example of that, you and I both have done this, passing along a coaching covenant. And so especially for coaches, new to coaching and they're wondering, how do I contract. Oh, I hate that feeling of, oh, I gotta make this up from zero. And so the mentor is passing along or resource. You know here's what a good covenant looks like, here's an intake packet, here's what I do during my intake session. And of course, the coach who's receiving those resources can adapt and modify to fit their own context. But wow, it's so much better to have the resources from a mentor, and instead of just starting from scratch, kind of reinventing the wheel.

Brian Miller: Oh, for sure. For sure. Well that takes us to five. Big drum roll for number six is feedback.

Chad Hall: Probably the most significant benefit from a mentor coaching is feedback. As, as our main man, Ken Blanchard is want to say, feedback is the breakfast of champions.

Brian Miller: I thought it was Wheaties.

Chad Hall: It's not Wheaties anymore. It's feedback.

Brian Miller: I thought it was donuts.

Chad Hall: Only if you're Homer Simpson. [inaudible 00:21:49] I saw one this week that was glazed and covered with fruity pebbles. I didn't eat it, but it really looked good. And I thought, I think my son needs to eat donut, but anyway.

Brian Miller: Feedback is the Breakfast of Champions.

Chad Hall: Yeah.

Brian Miller: Yeah so in mentor coaching, not only do we mentor, I think there's two things we probably mentor. One's the practice and one is the competence of coaching. And so I think you can get feedback on both. But certainly like in our GMC, we do a lot of feedback on the coaching, how to improve to we, we, I think we typically shoot for like a, a PCC level with the ICF. And what would make it better? What are you doing really, really well? Yeah, those are great.

Chad Hall: Yeah. And feedback is affirming what works and pointing out what doesn't. I mean that's it. And here's what you want to look for in a mentor coach. You want a mentor who's going to share that feedback personally, but not in a way that holds you to the standard that is the mentor is the standard.

Chad Hall: So the way the mentor coach coaches isn't the standard. There's a standard, you know, we, we believe heavily on the ICF, we say are these standards. Here's what, here's what's expected of a Professional Certified Coach. And so rather than us kind of making it up and saying, if you want to be a great coach, coach like me. Instead we say if you want to be a great coach, here are the competencies, here are the metrics or the standards and we're going to give you feedback on those standards instead of, you know, our own sort of personal opinion and it's a great way to grow in your competence and it's also a great way to grow into being the coach God has designed you to be.

Chad Hall: And because those are objective standards and every coach sort of inhabits, those in a different way, a different style. I think what you don't want from a mentor is someone who tries to clone you in his or her image. They're a unique,

distinct coach. And so are you. You want a mentor who's going to bring out your distinct best version of you as a coach.

Brian Miller:

Six benefits of mentor coaching. Again, if you're interested at looking at what we offer a CoachApproachministries.org/mentor. What's the last word on a mentor coaching for today's podcast, Chad?

Chad Hall:

I think the last word is mentoring. No, I have no idea. It was either that or donuts, I'm not sure.

Brian Miller:

We should get you a mentor coach on how to, how to, how to benefits of mentor coaching. Not really. Hey everybody. Thanks for listening to this week's podcast. Coach Approach Ministries is a nonprofit coach training school. With over 15 years of experience training more than 2000 coaches. Let us know how we can help you start or further your coaching career by visiting us at coachapproachministries.org or email me at bMiller@ca-ministries.com. We'll see you next week.