

ODNOO Post-Event Summary

Evening Connect – Triple Impact Coaching with Beverley Patwell

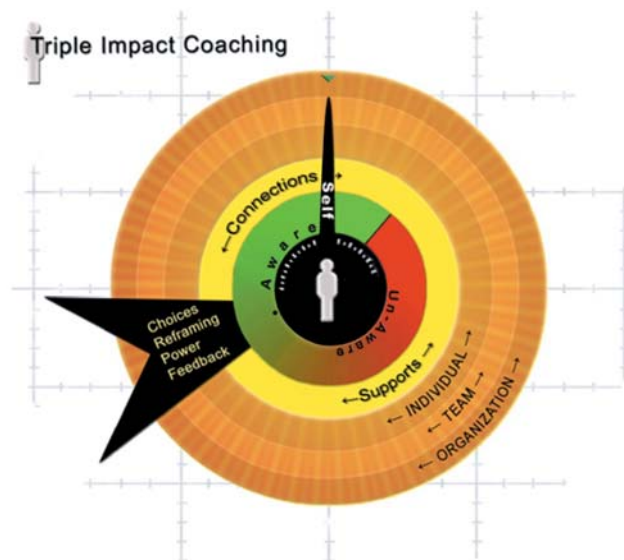
Monday, June 8th, 2009

By [Kathee Nash](#), MA

The first thing I noticed is that a lot of people know [Beverly Patwell](#). Although she comes to us from Montreal, she actually used to live in Ottawa and is now working with the City of Ottawa in an OD initiative – Yay! We need it ☺. Here is my understanding of the evening.

What is Triple Impact Coaching? Beverley shared with us several stories illustrating the value of using the Triple Impact Coaching approach. These stories are included in her book as well (see below). This model requires a shift in the focus of the coaching that goes from working on the functional and expert abilities of the individual to a focus on the effectiveness of the individual in achieving the Company's strategic goals.

This model is comprehensive and can be understood by looking at the diagram below. Triple impact coaching starts with **the individual**, whose attitude, beliefs, and behavior affect the others: individuals, teams, and the organization. It starts with key tools that help the individual stay in the green section by becoming more self-aware. Some of the areas that the awareness work is focused on are **choice, reframing, power, and feedback**.



How do people become responsible for their outcomes? First, people have to know that their choices are in fact under their control. They are making choices that have an impact on others and on a whole. Reframing is used to reduce the negative impact that some words or ideas may have on others. For example, changing the word 'failures' to 'learning opportunities,' allows people the liberty of sharing, and by that fact also allows them to resolve issues and move forward. The issue of power is also important to understand. People's behavior is affected by the organizational hierarchy but also by the informal network. There are also the areas where an

individual gives up their power and where they take power away from others. Another tool used is the feedback process. Receiving and providing feedback is a formal agreement between people created for a specific purpose. Both people have agreed on the nature and the purpose of the feedback. The person receiving the feedback can do what he wants with it (take it or leave it), because the feedback given says more about the person giving the feedback than about the person receiving it. Very interesting, no?

One of the key aspects of Triple Impact Coaching is the Use-of-Self. How does the consultant impact the work being done? One of the exercises that Beverley had us do was to reflect on a service that we had provided and to evaluate the level of service from the client's perspective. How did we know how the client was feeling about what we did? This exercise led to a discussion of what is a *WOW* experience for the client. The client's perspective is different from our own, and what might be a *WOW* experience for the practitioner might be a disaster for the client. In some cases, the client might have to be brought along slowly in order to make the changes necessary to achieve the results desired.

The *WOW* factor created by Beverley for this evening was that she GAVE each of us a copy of her book *Triple Impact Coaching Use-of-Self in the Coaching Process*. All in all, it was a great evening, value packed, informative, and leaving you wanting more.

Thank you Beverley!

Please visit Beverley's website for more information at www.patwellconsulting.com or email her at bpatwell@patwellconsulting.com.