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INTRINSIC COACH® PROFESSIONALS SAY... A WAY OF LIFE

Intrinsic Coaching® is a way of life. It's an evolution -- a new way of communicating with anyone whether at work or at home. I learned how individual everyone is and that no one needs to be fixed. I learned that by choosing to regard people as capable, creative & complete, I find there is a lot to learn about that person and what they really want.

My job is 90% telephonic communication with our members and providers. I call our members to do a health assessment with a list of questions (my agenda). I try to identify gaps in care, educate, and come up with interventions for the gaps identified: a new diet, medication, following up with a physician. If I identified a gap in care, then I would come up with a solution: you have benefits to see a dietician; you need to follow up with your doctor and call your doctor when.... Again, that is my agenda and my solution.

I am learning to modify my approach to have a coach and coachee conversation. To do that, I learned to turn off my internal dialogue, try to listen more carefully to what the member is saying (for example, what they value, what their unanswered questions are) and try to elicit their best thinking to find out what is most important to them, what is their goal, what are the outcomes they want. I still add my expertise, but now I've learned to ask the coachee what he or she thinks about the information offered.

I have learned there is more than my agenda, goals, and outcomes and, through coaching, I have learned that I can obtain more than just information from the member – I can find out what their goals are and what's really important to them.

Intrinsic Coaching® enables me to get better and more satisfying results in my work with people. If you're not working with what your coachees see as their goal or outcome, you're not going to make a good connection, and you won't make a difference in the long run.

Nancy Haack, R.N., Case Manager
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