



STORY

INTRINSIC COACH®

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INTRINSIC COACH®

INTRINSIC COACHING®
MOVES THE
CONVERSATION
FORWARD.



With Intrinsic Coaching® I have learned that coaching does not aggressively challenge or confront an employee, however, a coach does need to address the truth of the situation, as best as they can. As a coachee, one must accept responsibility for their own situations and account for what is going on.

Recently, I had an opportunity to use this learning with an employee who had been struggling to maintain her various responsibilities. This employee was feeling a little bit like a failure and not reaching all of her goals and objectives, but couldn't put her finger on what the real issue was. The Intrinsic Coaching® methodology provided a way to have a forward moving conversation. I was able to share with the employee that she was getting in her own way, with all of the responsibilities she had accepted, and that perhaps the best solution to the situation was to redefine her areas of responsibility.

In coach training, I learned that when someone isn't answering a question you asked, there's a tendency to think that the question isn't effective and so you try to ask another question or try to help the employee answer the question you asked. In remembering that, and creating the room for the employee to focus and think, what I thought was going to be silence turned into this employee figuring things out in a way that was like fire works going off.

I went into this particular conversation thinking, "This is going to be tough because I'm taking away a responsibility of this employee's job," but by using the Intrinsic Coaching® model it was a great experience for both of us and I saw how effective this coaching model can be. It enabled a high performing employee to see their own situation and account for what was really going on, in a very positive manner and with enthusiasm going forward.

Paige Berger, MS, CHES, Sr. Vice President Sales & Marketing
ScriptSave, America's Premier Prescription

