



Intrinsic Coach™

Interview

Elaine Chance, RN, Case

Manager, Clarian Health

Partners, shares the amazing

results people achieve when

you ask them, “What do

you want?” and then think

and listen like an Intrinsic

Coach™.



Elaine Chance, RN, Case Manager Elaine Chance, RN, has been in nursing for 30 years in a variety of areas including Emergency, Medical, Surgical, Homecare of HIV and AIDS patients, IV team, Oncology, Labor and Delivery, and out patient surgery. In 2004, Elaine joined Clarian Health Partners and began Intrinsic Coach™ Training. Elaine and her husband, also a nurse, have two sons and a Boston Terrier named Grace. Elaine enjoys camping, crafts, reading, and walking. She also loves humor and spending time with friends and family. In addition, Elaine volunteers at a local program for the homeless. Elaine considers herself a spiritual soul who is passionate about helping others live their best lives.

Jodi Sivon, M.Ed.

Jodi Sivon, M.Ed. in Community Health, BA in Exercise Physiology, CHES, and certified by ACSM, ACE, and through the Cooper Institute, is an Intrinsic Coach™ Mentor for Totally Coached, Inc. and Manager of Health & Wellness for Cuyahoga Community College's Metropolitan Campus. As an Intrinsic Coach™ Mentor, Ms. Sivon trains new coaches in the Intrinsic Coaching™ methodology. As Manager of H&W for Cuyahoga Community College, Ms. Sivon manages the campus H&W Center, designs, promotes, and implements all campus wellness programs, and serves as a resource and coach for healthy lifestyle choices for over 450 full-time employees and 6,000 students.



Q

Thank you for talking with me today, Elaine. Would you please tell us a little about yourself and your work for Clarian Health Partners?

A

I am a nurse and have been a nurse for thirty years. Personally, I am married and I have two sons - one is twenty-five and the other is almost nineteen and is starting college. I work part time and have always done so to balance working and raising my children. As far as the nursing field, I have done many different things, from emergency room to taking care of AIDS patients. Nursing is a great choice for me because I have always related well with people and am interested in people and easy to talk to.

Last year following surgery, I needed to work in ways that didn't require lifting. I learned about "Healthy Results for You" at Clarian Health Partners and thought it would be great for me because it fits my personality. So I joined Clarian Health Partners at the end of October, 2004 and that's where I was introduced to Intrinsic Coaching™.

As a nurse case manager, I call on the employees of the hospital, which is actually three hospitals that fall under an umbrella called Clarian. Each year Clarian Health Partners offers a health risk assessment for their employees and, at the time of the assessment, they also sign a waiver so that we can contact an employee who falls into a high risk category or has a health problem. Then we contact them and let them know about our coaching service, which is a benefit offered free to the employee. From there, the employee is given the option to coach with us.

I had a job about ten years ago where I worked as an occupational health nurse and did a little bit of what "Healthy Results for You" does. But instead of calling people, we contacted them by email. And when we contacted them, we encouraged them in gaining greater wellness. However, in that position, we didn't have specific training and so I was never sure if I was doing the right thing.

Q Not knowing whether your encouragements toward better health was done in a way that would really be effective had to be hard when what you want for people is better health and wellbeing.

A Yes, it was hard because I was always second-guessing myself. I enjoyed it but I was always wondering if I was doing it right and whether there was another way I could say things. The assurance that what I'm saying to people as a nurse case manager makes a difference is what the Intrinsic Coaching™ methodology has done for me. Even just knowing that I don't have to know what to say up front and to focus mainly on listening and finding out what is important to that person has made a huge difference.

The assurance that what I'm saying to people as a nurse case manager makes a difference is what the Intrinsic Coaching™ methodology has done for me.

Q What is it about the Intrinsic Coaching™ methodology that stands out the most for you?

A The thing that really stands out to me is, again, finding out what is important to that person. With Intrinsic Coaching™ I never have to worry about where to go with the conversation or what needs to be said. It's always what is important to that person, right now. It's not like you have to pre-plan or think, you just go with the flow and meet that person where he or she is in that moment. It takes the pressure off of me because I don't have to worry or constantly think about something else to say. Intrinsic Coaching™ is really more about listening and letting the coachees do the work - letting them find out about what is important and letting them do the talking.

With Intrinsic Coaching™ I never have to worry about where to go with the conversation or what needs to be said.

Q What impact has Intrinsic Coaching™ had on you both professionally and personally?

A I am finding the Intrinsic Coaching™ methodology fascinating. I cannot believe some of the end results that I am experiencing. I honestly do think that the Intrinsic Coaching™ approach allows people to have successful relationships. I think taking an Intrinsic Coaching™ approach to a conversation is what gets people to really open up. When they find out you're truly interested in them, that it's about their agenda not yours, it really builds the foundation of trust. Sometimes it takes a couple of calls for them to discover that because they are not always trusting, at first. However, once employees find out that you are truly interested in what they want, that it's not about telling them what to do, it's surprising where you can go.

...once employees find out that you are truly interested in what they want, that it's not about telling them what to do, it's surprising where you can go.

One woman I was working with said, "I am a smoker. I just knew that you were going to be calling me and lecturing me about smoking. But you never mentioned it. You really wanted to know what was going on in my mind." When I called her, I had not actually even looked at the fact that she was a smoker. I like to enter into conversations without preconceived notions and really discover what is most important to that person. I always ask what is going on with them - what's most important. I think that is a more important question than asking why they smoke. The interesting part of this story is just the other day she said to me, "Because of our conversations I started asking myself what is really important to me and I concluded that smoking was something I really don't want to be doing anymore. And so I quit two weeks ago."

A woman I was working with said... "Because of our conversations I started asking myself what is really important to me and I concluded that smoking was something I really don't want to be doing anymore. And so I quit two weeks ago."

Q What an amazing success story! By caring more about what she wanted instead of lecturing about her health risks you moved her forward and she achieved an incredible goal!

A It was incredible! Yes, we need to know about health risks, but I don't let that be the basis of the conversation. I don't like going in with preconceived notions about people. I like to enter in the conversation focusing on who that person is and truly ask what is going on with them and what in their life would they like to focus on, change, have be different, or achieve.

Yes, we need to know about health risks, but I don't let that be the basis of the conversation.

Q It sounds like your conversations are based on a nonjudgmental, peer to peer relationship.

A Yes. Being nonjudgmental and relating peer to peer is so important. I think many people are afraid to talk to us because they think we are the "health police" and we're going to lecture them. And that is not what they want, nor is it very helpful. I particularly work with people that have stress and depression, which is an interesting group. During these conversations I sometimes suggest counseling or ask them if they have tried counseling. I always try to be very upfront and honest. I let them know I am not a counselor, and I am not at all about lecturing.

Being nonjudgmental and relating peer to peer is so important.

In fact I have another success story that just thrilled me. A woman I was coaching wanted to lose weight and so what she was going to do that week was to think about why she wanted to lose weight. When I contacted her the following week her first words to me were, "I spoke to my sister and told her about what I am doing. She told me the reason why I can't lose weight is because I am depressed." I asked her if that was true, and she replied, "Yes, it is. My son died ten years ago and I have never gotten over it."

So from there we talked and I supported her and I asked her if she has ever had any counseling. She also told me she has never done anything fun for herself in ten years. She has never gone to a movie; she has done absolutely nothing. I let her know that I was concerned for her and I kept contacting her to show her how much I cared. And then one day she told me she finally signed up for EAP services and it has helped very much. She'd gone to her family doctor who prescribed anti-depressant medication and she said she definitely is heading toward a happier path in life. Even though coaching wasn't the best support methodology for her at that time, I was still there to support her as a coach as she accomplished what was most important to her. I do refer people to counseling but I also tell them that my support will not go away and I will continue to check in. It gives people an important safety net.

I do refer people to counseling but I also tell them that my support will not go away and I will continue to check in.

Q So you go the extra mile as an Intrinsic Coach™ and establish trusting relationships that last. Real communication happens when people feel safe and you are creating that safe haven.

A It's so important to establish a trusting relationship. People need to know that you are not going to judge them and that you care about them as people.

Q When you support people toward what they truly want, it's easier for them to take the necessary steps, even when it means coaching stops and counseling begins.

A It's important for coaches to let people know we are not counselors. I think a really important key to depression is that it's not their fault. Most people think depression is something that if they try harder it will get better. And that couldn't be farther from the truth. I like to give the analogy that it's no different than if you were a diabetic. If you would try harder, your pancreas would produce insulin. It just won't happen, and it is the same way with depression. When you take the blame off of them, that it's not their fault, it helps them to move forward.

Q Elaine, you've talked about integrating Intrinsic Coaching™ into your work as a nurse case manager. How is it different from what you used to do, before you were an Intrinsic Coach™?

A The thing that is the most different is that I am listening and finding out what is important to people, rather than just telling them immediately everything I know. I guess that is the key for me. I'm listening a lot more and supporting their feelings.

Q Has Intrinsic Coaching™ expanded your vision about what is possible for people?

A Intrinsic Coaching™ has absolutely expanded my vision about what's possible for people! Choosing to trust and view people as capable, creative, and complete opens up so many possibilities! It's that whole idea that you don't know what is possible for people until you view people in this completely different way. Everyday I am finding what is possible and, by using the Intrinsic Coaching™ approach, people keep coming back to me with great success and relief. Just like these ladies I told you about, they are now doing what they need to do to keep their lives moving forward.

Intrinsic Coaching™ has absolutely expanded my vision about what's possible for people!...Everyday I am finding out what is possible and, by using the Intrinsic Coaching™ approach, people keep coming back to me with great success and relief.

Q And they are succeeding because you listened instead of lectured.

A That's what makes the difference!

Q What do you want for other nurse case managers?

A I want nurse case managers to experience the success I have experienced as a result of Intrinsic Coaching™ because that empowers me even more. When I see these successes happen and actually see the vast results I can bring forth through Intrinsic Coaching™, it reinforces to me how important my job is. By using the techniques of Intrinsic Coaching™ - listening, empowering, and letting people lead their own conversation - people show terrific results. And entering into conversations without preconceived notions is so important. It allows me to ask them their own questions - the ones that really need to be asked. I want all of this for other nurse case managers.

When I see these successes happen and actually see the vast results I can bring forth through Intrinsic Coaching™, it reinforces to me how important my job is.

Q And what are those questions that need to be asked?

A The number one question is, "What is it that is really important to you?" and then just taking that knowledge and moving on from there. When I ask, "I sense some anger. Am I correct?" and let them clarify and take the lead, it's the best way to go.

Q So, your questions come from your listening like an Intrinsic Coach™.

A Yes. Again, another reason why listening is so important!

Q Now that you are an Intrinsic Coach™ Nurse Case Manager, what insights and skills do you have that you know you'll have forever?

A The skills that I will have forever are the ability to turn down the internal dialogue, to listen like an Intrinsic Coach™, and being okay with not knowing what the answers are. The coachee knows what is best for him or herself.

Q And that ties into what you said earlier, that Intrinsic Coaching™ removes the pressure of feeling like we have to know everything.

A Exactly. In the beginning, that was the scariest thing for me. But when you honestly integrate the Intrinsic Coaching™ methodology into what you do, you notice the success in the people you are coaching. That definitely takes the pressure off. When I first started my job at Clarian Health Partners I was afraid to make those calls to the employees. After a while, as a result of the Intrinsic Coach™ training, I realized I didn't have to have the answers because that is not what it's about. It's about listening and finding out where they are and where they want to go.

...when you honestly integrate the Intrinsic Coaching™ methodology into what you do, you notice the success in the people you are coaching. That definitely takes the pressure off.

Q When you first learn the Intrinsic Coaching™ methodology, it can be scary because it's not what you're used to and it's not the kind of thinking you are used to. Then, when you know it, you wonder why you didn't know it all along. That's the beauty of it – intrinsic thinking is so completely natural, once you know it.

A It is very much a trust thing. But each time you take an Intrinsic Coaching™ approach, your trust and confidence is built, and you see the results. It becomes a lot more natural, and then it really becomes a part of what you do.

That's the beauty of it – intrinsic thinking is so completely natural, once you know it.

Q Is there anything else about the Intrinsic Coaching™ methodology that you would like to add?

A Intrinsic Coaching™ has definitely benefited my personal life as well. I see myself doing a lot more listening. I have always been a listener; I have always had a gift for that, but now I listen even more with my heart and spirit. I use those tools throughout my personal and professional life. Intrinsic Coaching™ has definitely made a difference in my relationships.

Intrinsic Coaching™ has definitely made a difference in my relationships.

I also think Intrinsic Coaching™ makes you a more confident person. Take this past weekend for example. I went to a family reunion with relatives I have not seen for a long time. I found myself talking, and asking questions like, "Well, what is important in your life right now?" I was just amazed at how much information I got from people, and how hungry people are to share their lives with you. But you have to show the interest and ask the questions first.

I also think Intrinsic Coaching™ makes you a more confident person.

Q That is so true! People want to be heard. I also like how you mentioned you are more confident now. That means you are applying the principle of "capable, creative, and complete" to yourself.

A Viewing people as capable, creative and complete makes all of the difference and opens up possibilities that you could have never imagined!

Q Well, keep up the good work! Thank you so much for speaking with us!

A Thank you!

Who is Totally Coached, Inc.?

Totally Coached, Inc. is a Scottsdale, AZ based company that founded the proprietary and uniquely effective Intrinsic Coaching™ methodology. Reaching internationally, the Intrinsic Coaching™ methodology enables “Thinking better. Together.™” for benefits that extend across the workplace and beyond the organization’s walls to create healthier lives, healthier organizations, and a healthier world.

To be an Intrinsic Coach™ like Case Manager Elaine Chance, RN,
contact 480-515-5220 or totallycoached@totallycoached.com.

Make a better life.
Live a better world.™