

BOOK OUTLINE	3
FOREWORD BY CHARLES N. SEASHORE	6
PREFACE	9
Why this book?	
❑ Triple Impact Coaching	
❑ The Difference Between Coaching and Mentoring	
❑ A Word About Process	
❑ Organization of the Book	
TABLE OF CONTENTS	22
PART I: COACHING & <i>USE-OF-SELF</i>	23
Chapter 1: Introducing Triple Impact Coaching Theory and Application	
❑ Triple Impact Coaching Model Overview	
Chapter 2: Six <i>Use-of-Self</i> Concepts	
PART 2: DEVELOPING THE <i>USE-OF-SELF</i> CONCEPTS & TOOLS	41
Chapter 3: Key Elements for Effective Coaching Conversations:	
❑ Building the Relationship	
❑ Check In	
❑ Check Out	
❑ Safe Enough Space	
❑ Listening	

Chapter 4: Six *Use-of-Self* Concepts, Exercises & Tools:

Concept #1: Choices

- ☐ “At Our Best Interviews”
- ☐ Let Your Fingers Do the Talking
- ☐ Appreciating Differences - Vive La Difference

Concept #2: Reframing

- ☐ Reframing Exercise

Concept #3: Power

- ☐ Volunteer Helper

Concept #4: Feedback

- ☐ Deliberate Contracting Exercise
- ☐ Control / Interpretations Exercise
- ☐ Team Feedback

Concept #5: Support Systems

- ☐ Support Systems Slide

Concept #6: Connections

- ☐ Broken Squares

Chapter 5: Putting it all Together

- ☐ Sample Triple Impact Coaching: *Use-of-Self* Workshop

PART 3: COACHING IN ACTION

123

Chapter 6: Coaching Program Development Process

- ❑ Development Process
- ❑ Triple Impact Coaching Program

Chapter 7: Case Studies: Reflections & Lessons Learned

- ❑ Proceco Coaching for Change
- ❑ VIA Rail The Power of the Team
- ❑ Transcontinental Media HR Transformation

CONCLUSION 171

BIBLIOGRAPHY 172

INDEX 175

ACKNOWLEDGEMENTS 177