

Hosted by
KaiNexus

Developing Coaching Skills: Mine, Yours, Ours



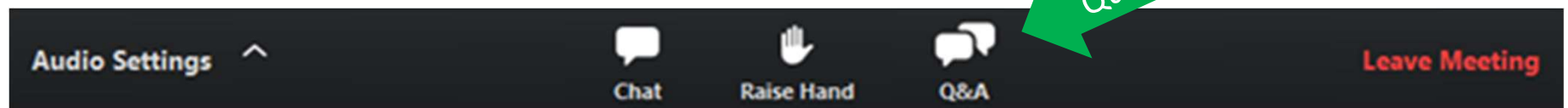
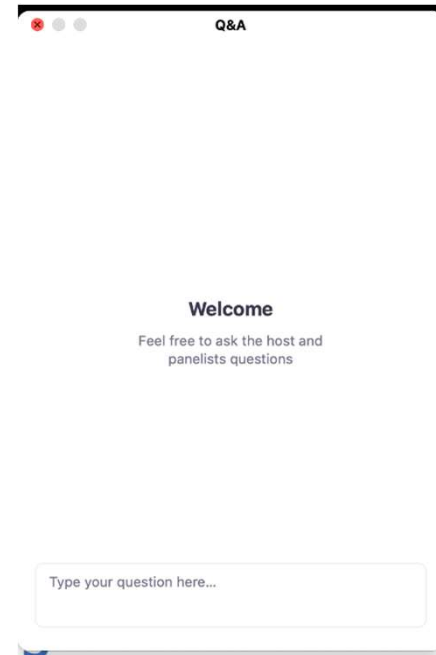
Host: Mark Graban
Senior Advisor, KaiNexus
Mark@KaiNexus.com



Presenter: Tracy Defoe
Kata Girl Geeks, Kata School Cascadia
td@thelearningfactor.ca

Webinar Logistics

- Presentation (40 minutes)
- Q&A (15 minutes)
 - Use the Zoom Webinar meeting panel to submit a question at any time



- Recording link & slides will be sent via email

KaiNexus

[Why KaiNexus?](#)

[Solutions](#)

[Features](#)

[Resources](#)

[Pricing](#)

[Get Started](#)

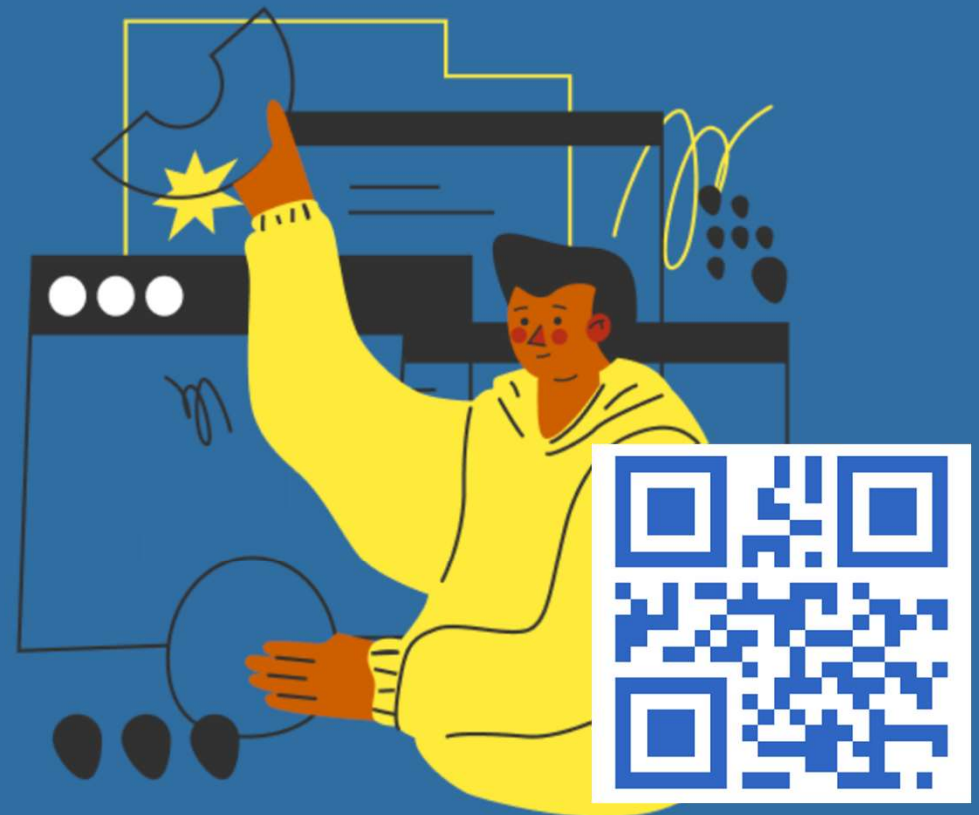
KaiNexus.com

Optimize Your Improvement Work.

KaiNexus is the solution for your Lean and Improvement work where teams can capture, implement, measure, and share in one system that does it all.

[▶ Watch Demo](#)

[Get Started](#)



KaiNexus

2024 KAINEXICON USER CONFERENCE



MAY 20-22,
2024



HYATT REGENCY
AUSTIN

Registration

For More Information
www.kainexus.com/kainexicon



Poll question for the chat

Which one fits you?

1. Curious about kata, little / no experience with it.
2. Currently learning the Improvement Kata.
3. Kata Coach, I ask the 5 questions 5 days a week.
4. Lean CI professional, no experience with kata yet.
5. I worked at Toyota; they don't teach this.
6. Other

About Tracy Defoe



President and Chief Education
Organizer of TLF The Learning Factor



Co-founder of Kata Girl Geeks

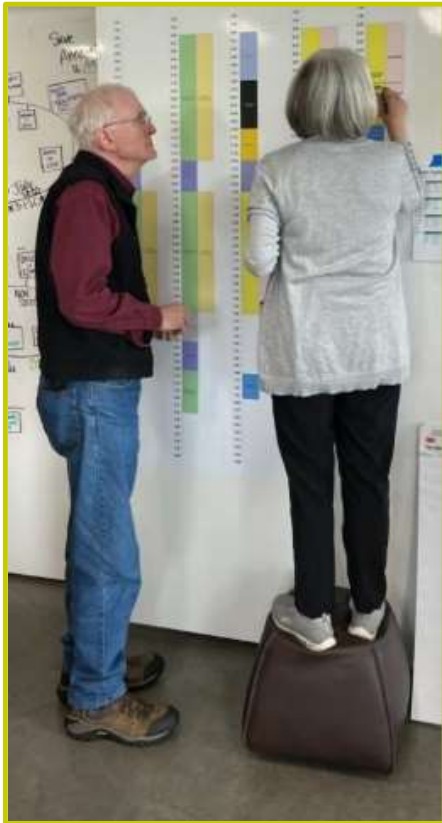


Co-founder of Kata School Cascadia



Facilitator with Tilo Schwarz's Kata
Coaching Dojo Masterclass





Mark Rosenthal and me

Developing coaching skills: mine, yours, **ours**.

What do we mean by coaching?

What does coaching look like?

Do you have a coaching framework? [Mine is the Coaching Kata!](#)

How do we get better at coaching?

- on our own?
- with someone?
- in community?

What's your next step?



What do we
mean by
coaching?

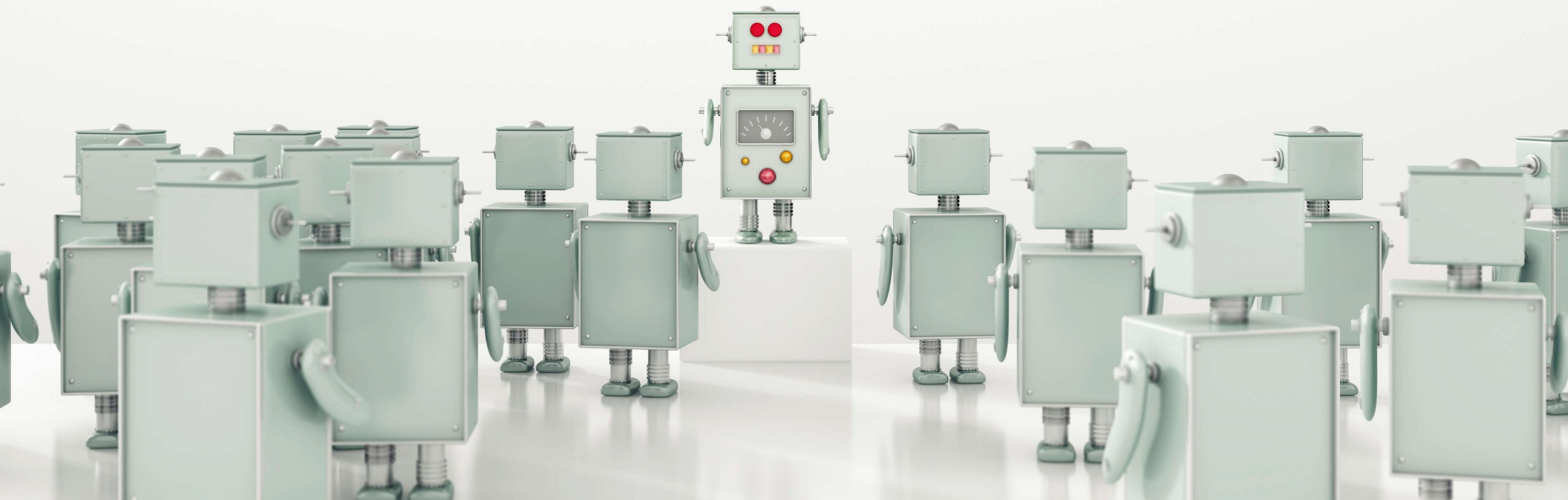


Coaching is

...when one person helps another person grow and develop.

...possibly work skills, life skills, scientific thinking habits or more.

Telling isn't coaching.



KATA CON 1

April 8-10
Indianapolis

Join Us

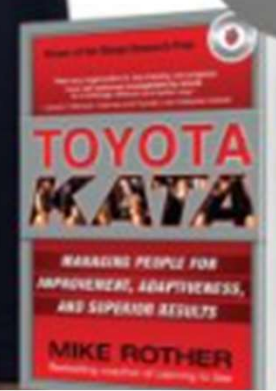


Kata Geek
Meetup

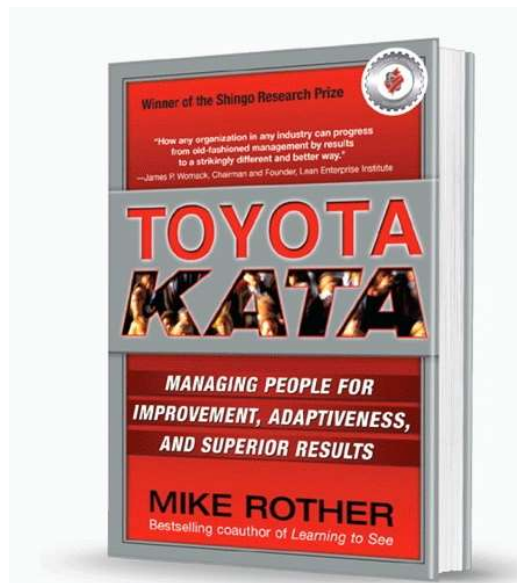
EVERY
STEP
IS AN
EXPERIMENT



Mike Rother



Beyond what we can see...



Two research questions

1. What are the unseen managerial routines and thinking that lie behind Toyota's success with CI and adaptation?
2. How can other companies develop similar routines and thinking in their organizations?

Kata? A way and a practice routine

- Simple structured routines
 - Practice deliberately
- } habit + new abilities

Goal? A scientific way of working and thinking to achieve superior results.

Play piano? A sport? Drive a car?

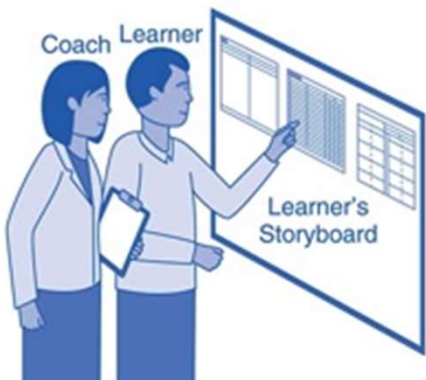
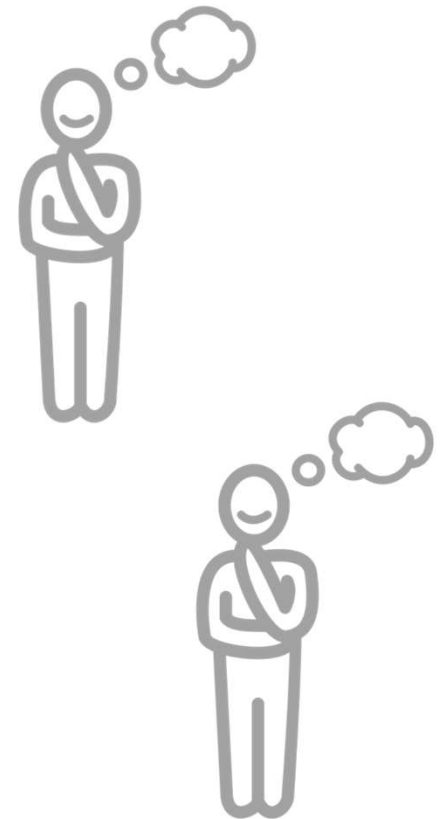
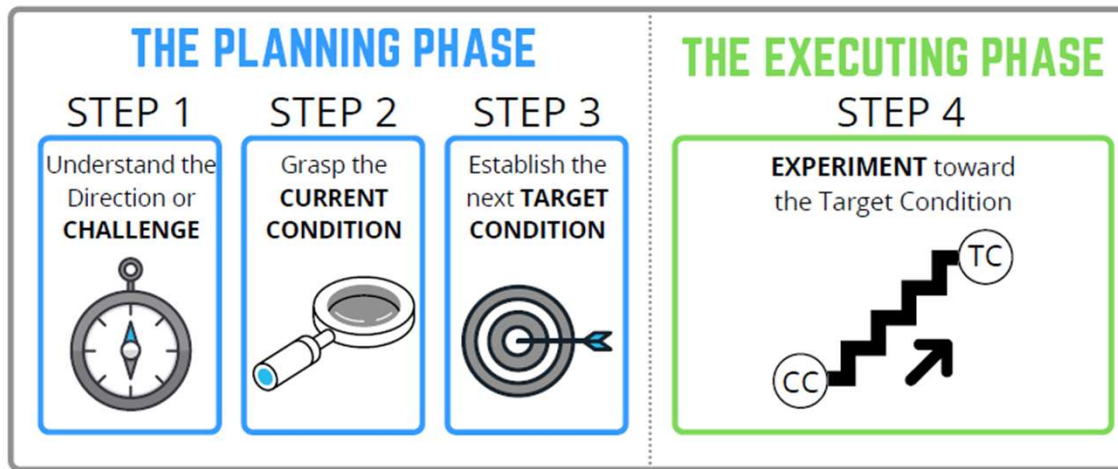
You learned beginner patterns aka Starter Kata.

Coached a sport? You probably taught some starter patterns

- Tell us what Starter Kata you have learned or coached in the Chat.



The Improvement Kata and the Coaching Kata



www.kata-school-cascadia.org

COACHING KATA - PLANNING PHASE QUESTIONS

Q1	What are you trying to achieve?
Q2	Where are you now in the Improvement Kata process?
Q3	What was your last step? What did you expect? What actually happened? What did you learn?
Q4	What is your Next Step ? What do you expect?
Q5	Is there anything currently in your way of taking this step?
Q6	How quickly can we go and see what you have learned from that step?

KATA SCHOOL CASCADIA

www.kata-school-cascadia.org

COACHING KATA - EXECUTING PHASE QUESTIONS

Q0	What is your challenge ?
Q1	What is your Target Condition ?
Q2	What is your Actual Condition now? What was your last step? What did you expect? What actually happened? What did you learn?
Q3	What Obstacles do you think are preventing you from reaching your Target Condition? Which one are you addressing now?
Q4	What is your Next Step ? What do you expect?
Q5	How quickly can we go and see what you have learned from that step?

KATA SCHOOL CASCADIA

KSC Improvement Kata and Coaching Kata adapted from the Toyota Kata Practice Guide by Mike Rother

KATA STORYBOARD

IMPROVER: **Arisa** COACH: **Tracy** COACH: **Hal**

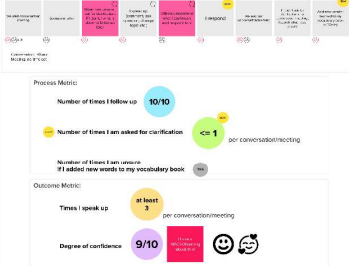
FOCUS PROCESS

CHALLENGE

Wouldn't it be great if by March 11 2022, I understand conversations clearly and I always follow up what I am unsure, so that I improve my confidence in oral communication and I become an active participant in a team!
Measured by (number of times I speak up (2) number of times I follow up when I am unsure and (3) degree of my confidence.

TARGET CONDITION

over 15min conversations and all meetings at work (one-on-one, group, in-personalized)

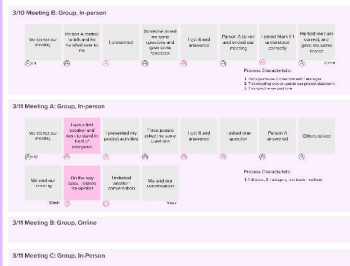


SUMMARY REFLECTION

Step 1 - Review your Target Condition:
1. Describe the challenge.
2. What is the current condition?
3. How do you know you are not at the target condition?
4. How do you know you are not at the target condition?
5. How do you know you are not at the target condition?
6. How do you know you are not at the target condition?

Step 2 - Review the Challenges:
1. What are the challenges?
2. How do you know you are not at the target condition?
3. How do you know you are not at the target condition?
4. How do you know you are not at the target condition?
5. How do you know you are not at the target condition?

CURRENT CONDITION



EXPERIMENTING RECORD

Date, step & metric:	What do you expect?	What happened?	What we learned?
Mar 5: 1. I will follow up when I am unsure... 2. I will speak up when I am unsure...	I expect to follow up when I am unsure and speak up when I am unsure.
Mar 6: 1. I will follow up when I am unsure... 2. I will speak up when I am unsure...	I expect to follow up when I am unsure and speak up when I am unsure.
Mar 7: 1. I will follow up when I am unsure... 2. I will speak up when I am unsure...	I expect to follow up when I am unsure and speak up when I am unsure.

OBSTACLES

Date	Observed	Status	Date	Observed	Status	Date	Observed	Status	Date	Observed	Status
3/10	3/10	3/10	3/10
3/18	3/18	3/18	3/18

Note

EXPERIMENTING RECORD (Each row = one experiment)	
Obstacle:	Process:
Date, step & metric:	What do you expect?
...	...
...	...
...	...

Study materials



Ideas/Others

Believe KATA! Like KATA! Enjoy KATA!

Be the key to the success of KATA!

To do so, having coaches and "KATA buddies" is essential for me!

Word choice is so difficult and very important

Being specific is better

Being simple is also better

Word choice is so difficult and very important

Being specific is better

Being simple is also better

Word choice is so difficult and very important

Being specific is better

Being simple is also better

Microlearning

STEP 1: Understand the Direction or CHALLENGE

STEP 2: Grasp the CURRENT CONDITION

STEP 3: Establish the next TARGET CONDITION

STEP 4: Experiment Toward the Target Condition

KATA is becoming a part of my life now!

Word choice is so difficult and very important

Being specific is better

Being simple is also better

Word choice is so difficult and very important

Being specific is better

Being simple is also better

Word choice is so difficult and very important

Being specific is better

Being simple is also better

Overall Improvement KATA

Believe KATA! Like KATA! Enjoy KATA!

Be the key to the success of KATA!

To do so, having coaches and "KATA buddies" is essential for me!

Word choice is so difficult and very important

Being specific is better

Being simple is also better

Word choice is so difficult and very important

Being specific is better

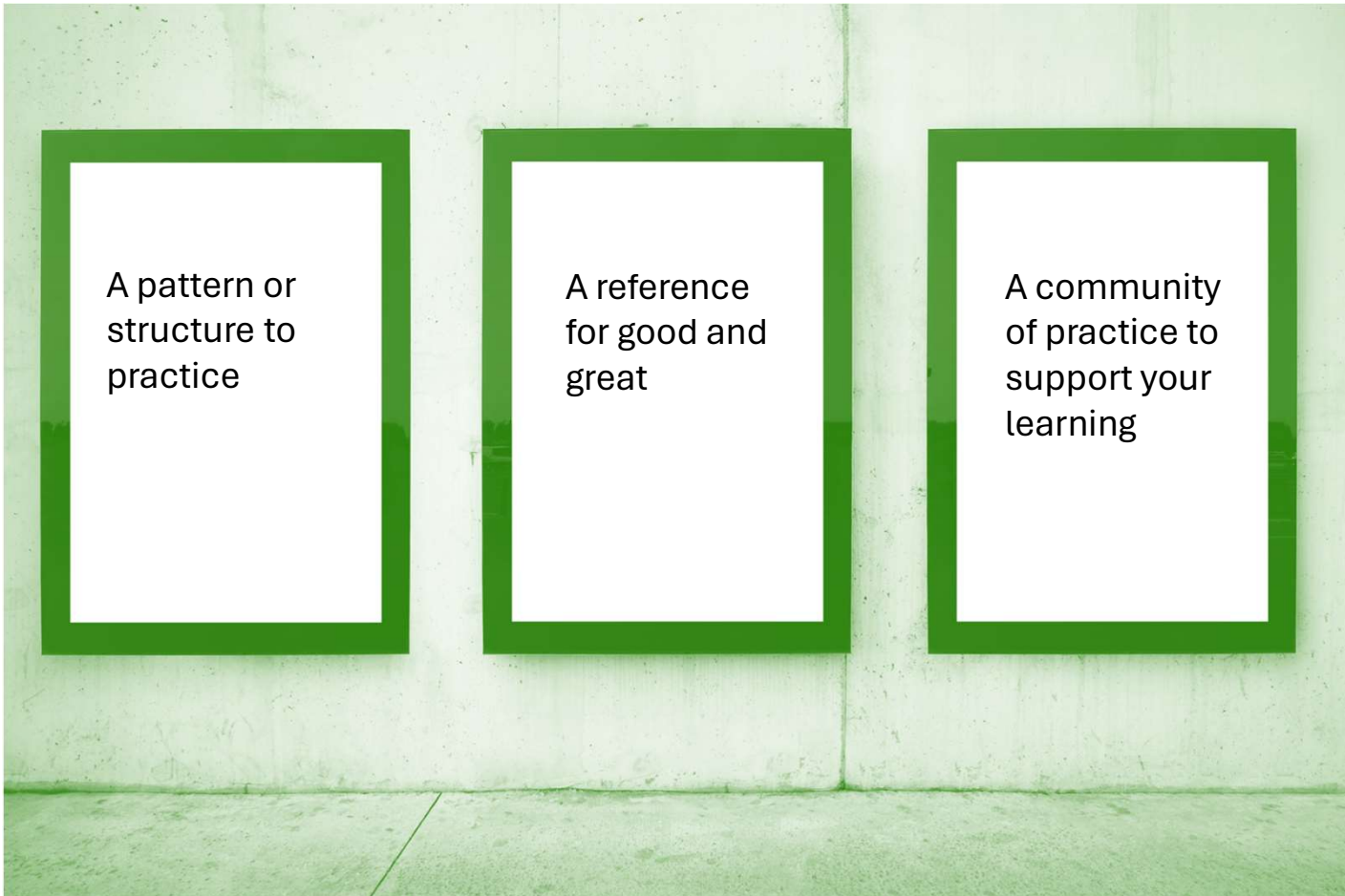
Being simple is also better

Word choice is so difficult and very important

Being specific is better

Being simple is also better

Do you have a coaching framework?



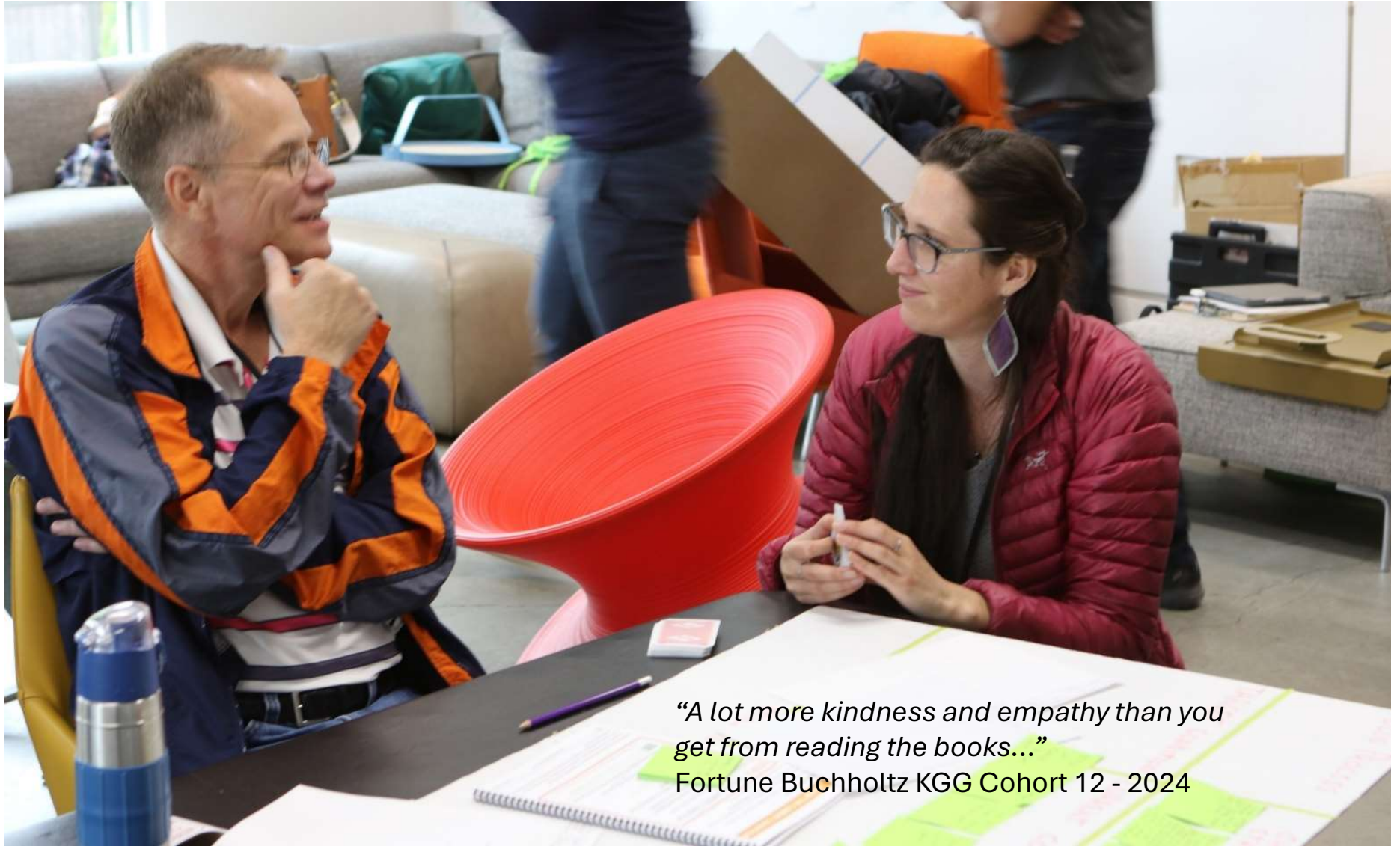
What does kata coaching look like?



KGG Susan Clancy, Gemma Jones and Julie Simmons
Kata Coaching at KataCon8 in 2022



Tilo Schwarz in action.



“A lot more kindness and empathy than you get from reading the books...”

Fortune Buchholtz KGG Cohort 12 - 2024

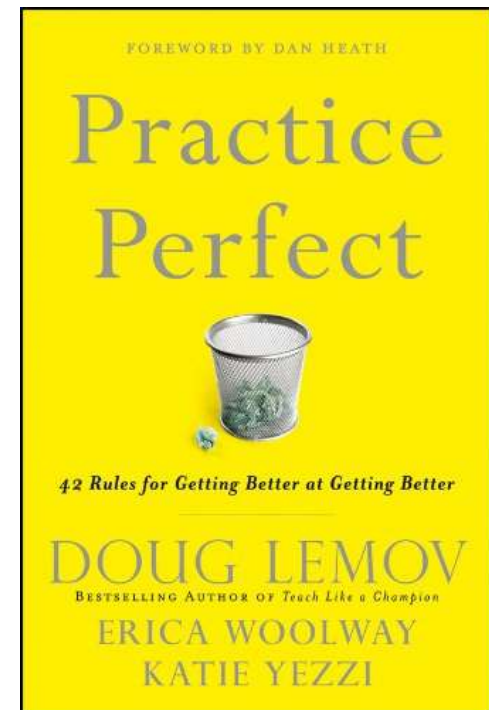


How do you
get better
at coaching?

Reflect and get specific data on ...

Whatever you want to get better at, what you are focussed on.

- In kata coaching the time on each question (on a run chart!)
- Your talk time versus the learner / improver's talk time
- The 'bookends' of the coaching cycle
- The specific of the learner / improver's learning zone
- Your actual words compared to what you intend to say
- Progress in scientific thinking... methodical, data-driven



Can you get better at coaching on your own?



With a second coach or a buddy?



You gain

- An observer
- Someone to talk through things
- A supporter and coach focussed on your development
- Someone to practice with
- AND MORE

How do you get better in community?



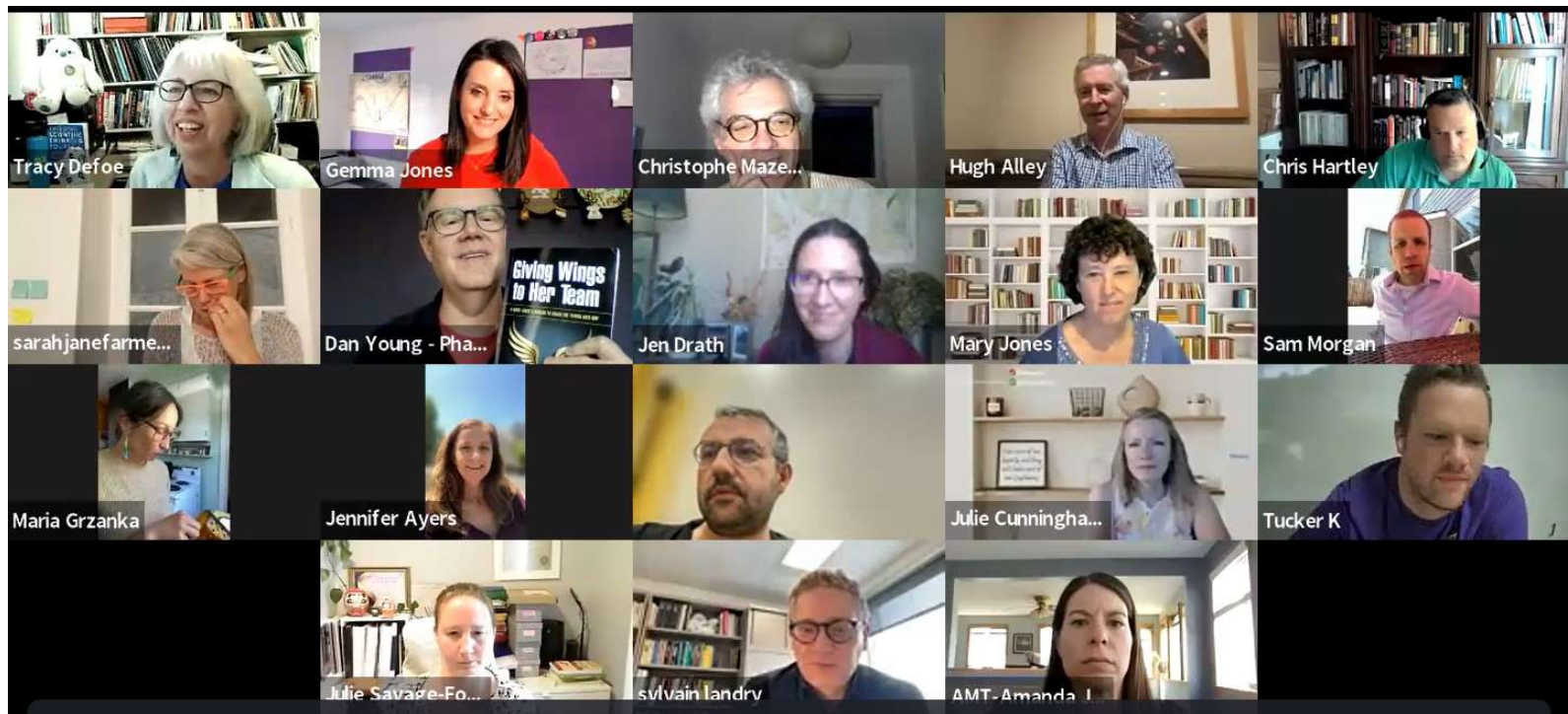
In a group you

- Compare experiences
- Share and hone your references
- Find support, safety, encouragement and goals
- Lots of people to practice with
- AND MORE

It's also more fun



You don't have to leave home





A proven path to kata coaching in our Ways of Working.

1. **Participate** in our meetings where we share live coaching.
2. **Be a learner** with a KGG coach for three 8-week challenges, following the Starter Kata.
3. **Coaches have 2nd coaches** in a learning group.
4. **Keep learning and sharing.**

Our Vision Statement:

The KGG are a **TRAILBLAZING**
worldwide learning community
of generous women
exploring, activating, and accelerating
SCIENTIFIC THINKING
in individuals, communities, and organizations,
having a positive impact on each other and our world.

#KATAGIRLGECKS

What is a Kata School? It's a local hub for kata.



Open to all
Founded by a few
Varying levels of activity

Kata School Cascadia

Started as a regional kata coach group in 2019, we serve people from around the world.

Building community online and in person, having fun together.

Two 30-minute free Zooms every Friday.

Kata Geek Meet Ups

A YouTube Channel

Resource Mural Board

Mascot

Website



Kata School Cascadia



KATA together 2024

Come and learn with us!

A week of intense Kata learning, 15th to 19th July 2024, curated and organised by Kata School Cascadia, hosted by Kaas Tailored, Mukilteo, Washington, USA



Questions and comments?

How are you getting better at coaching? [How do you know?](#)

If general reflections after a coaching cycle aren't enough to improve, what specific aspects of coaching do you need data and observations on?

What's your next step?

KaiNexus

Why KaiNexus?

Solutions

Features

Resources

Pricing

Get Started

Register or get notified of future webinars: www.KaiNexus.com/webinars

KaiNexus Webinars



NEXT WEBINAR: **Lean in a Library & City Government**

April 24 — 1 pm ET

Elizabeth Chase
City of Frisco, Texas

KaiNexus

Webinars On Demand



blog.kainexus.com

KaiNexus

[Why KaiNexus?](#)

[Solutions](#)

[Features](#)

[Resources](#)

[Pricing](#)

[Get A Demo](#)



The Fundamental Principles of Kaizen Project Management

March 8, 2024

The continuous improvement methodology of Kaizen was once closely associated with industrial and automotive manufacturing. That's because...



Examples of the 8 Wastes of Lean Across Industries

February 26, 2024

One of the most critical concepts in Lean organizations is the idea that it is essential to eliminate waste. Why is it so central to the...



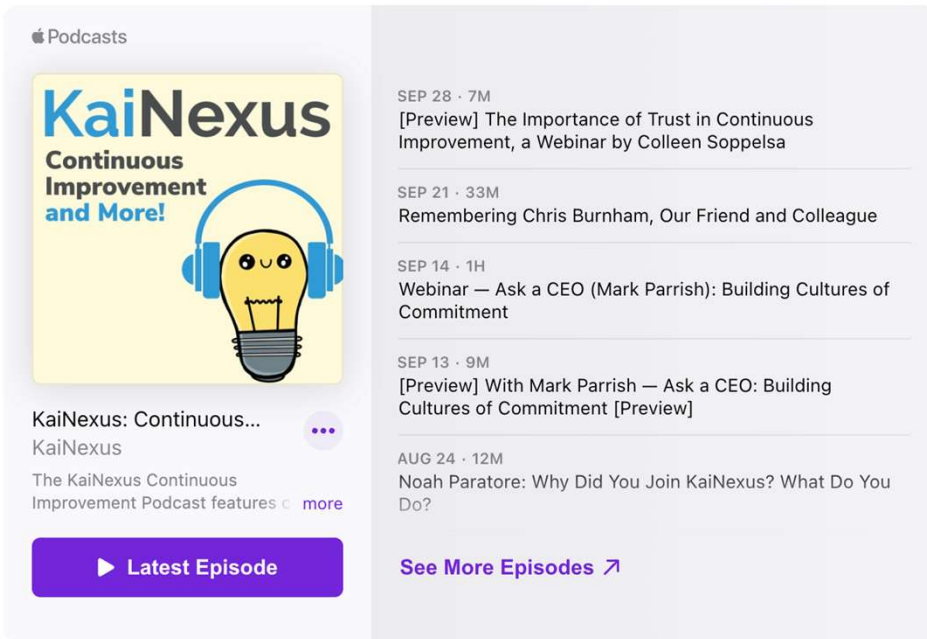
Elevate Excellence: Unveiling 9 Quality Improvement Techniques

February 22, 2024

I often find myself falling into the common trap of believing that if something is worthwhile, it is necessarily difficult. I think we all...



The KaiNexus Podcast



The screenshot shows the Apple Podcasts interface for the KaiNexus podcast. The header includes the Apple Podcasts logo and the podcast title "KaiNexus: Continuous Improvement and More!". The cover art features a lightbulb wearing headphones. Below the cover, there is a list of recent episodes with their dates and durations. A purple button labeled "Latest Episode" is visible at the bottom left of the screenshot.

SEP 28 · 7M
[Preview] The Importance of Trust in Continuous Improvement, a Webinar by Colleen Soppelsa

SEP 21 · 33M
Remembering Chris Burnham, Our Friend and Colleague

SEP 14 · 1H
Webinar — Ask a CEO (Mark Parrish): Building Cultures of Commitment

SEP 13 · 9M
[Preview] With Mark Parrish — Ask a CEO: Building Cultures of Commitment [Preview]

AUG 24 · 12M
Noah Paratore: Why Did You Join KaiNexus? What Do You Do?

[See More Episodes ↗](#)

- www.KaiNexus.com/podcasts
- Subscribe via:
 - Apple Podcasts
 - Google Podcasts
 - Overcast
 - Spotify
 - Other apps & services



Your Feedback Matters!

kainexus.zoom.us/webinar/tZMpd-iurjwuHdSx2jbdpjRjxZ5_gycXA6Yq/survey



zoom

Support English ▾

**Thank you for attending the Webinar.
Please click Continue to participate in a short survey.**

you will be leaving zoom.us to access the external URL below

[https:// info.kainexus.com/webinar-survey](https://info.kainexus.com/webinar-survey)

Are you sure you want to continue?

Continue

Stay on zoom.us

CLICK!

Q&A

- Web:
 - www.kainexus.com
 - blog.kainexus.com
 - www.thelearningfactor.ca
- Webinars on Demand:
 - www.kainexus.com/webinars
- Social Media:
 - www.linkedin.com/company/kainexus
 - www.facebook.com/kainexus

KaiNexus



Host: Mark Graban
Senior Advisor, KaiNexus
Mark@KaiNexus.com



Presenter: Tracy Defoe
Kata Girl Geeks, Kata School Cascadia
td@thelearningfactor.ca