

# PMO 2022

*The Conference for PMO Professionals*

# Conference

JUNE 2022 | LONDON | EDINBURGH



**PMO Conference 2022**

# **Coaching & Mentoring in the PMO**

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# What to expect

- How it happened
- What did we learn?
- Coaching vs Mentoring
- Individual vs Team Coaching
- Coaching skills and questions
- 2 models to try in your workplace



# How it happened

More by coincidence than design

- Monthly assurance cycle
- Face to Face meetings
- 2 qualified coach/mentors in the team
- A need for a new “user friendly” approach
- A need to upskill our PPM workforce (but no budget)



# Changing our approach

- Spreadsheet submission to face to face
- We went to them
- 1 hour meetings, monthly
  - 20 minutes on dashboard
  - 20 minutes software training
  - 20 minutes coaching and/or mentoring



# What did we learn?



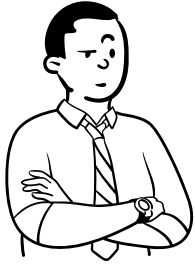
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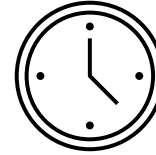


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**It's easier to mentor than coach in 20 minutes**

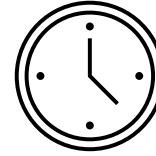


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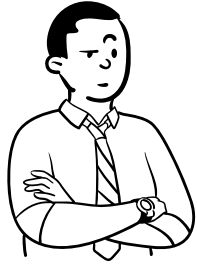


**Requests for more coaching, managing our resource**

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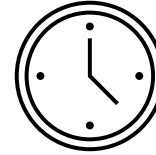


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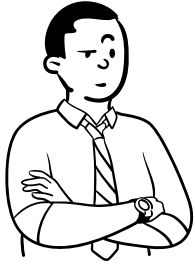


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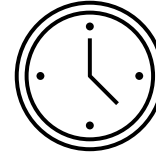
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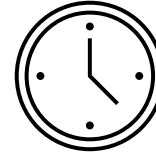
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**When is it PM and when is it the team?**



# Coaching or Mentoring?

Have the right conversation – Who holds the answer?



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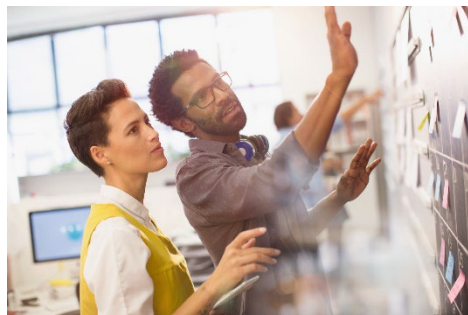
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# PM or Team?

## Project Manager

- Confidence
- Catastrophising
- Imposter Syndrome
- Indecision



## Team

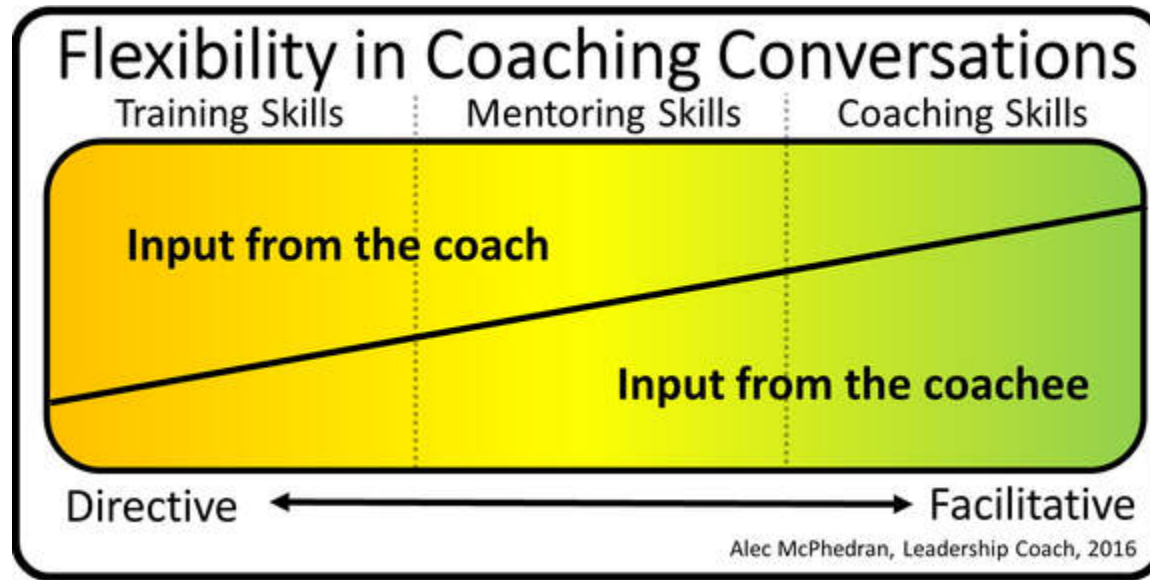
- Lots of team change
- Stuck in “storming”
- Conflict (team types)
- Communication issues





# A coaching approach

- Work on your listening skills (80/20)

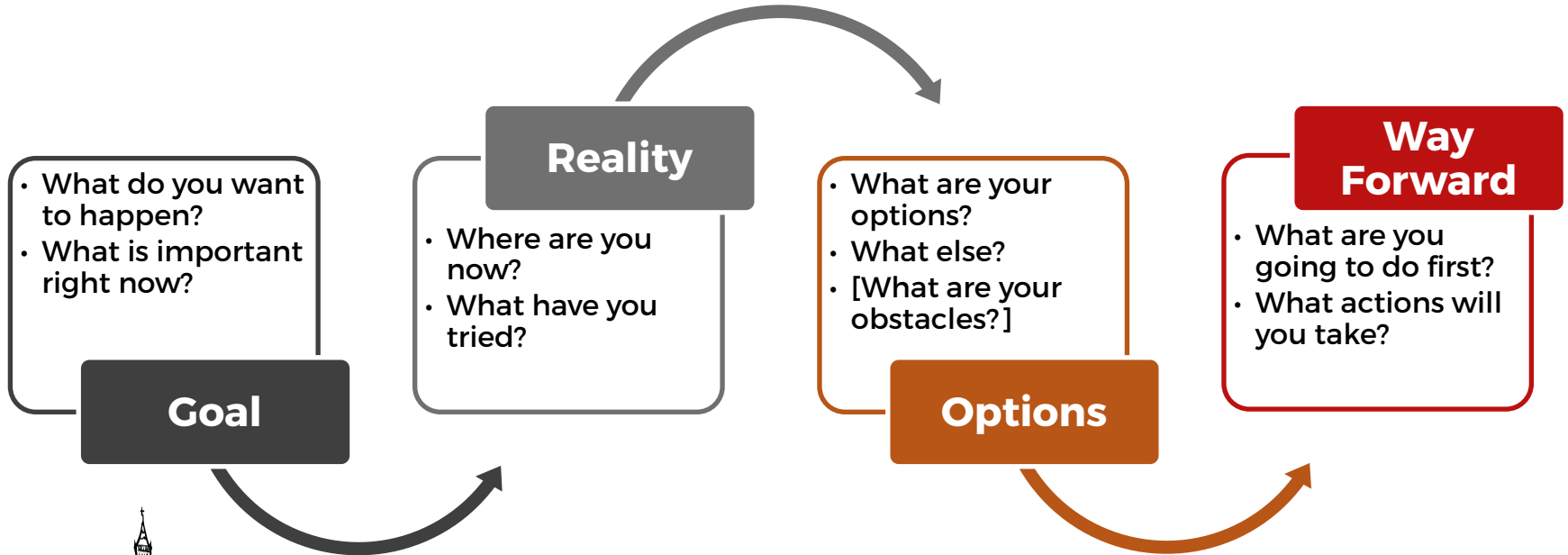


# A coaching approach

- Ask **what** questions:
  - What's happening?
  - What have you tried?
  - What ideas do you have?
  - What do you think will work?
- **Don't** dive in with advice
  - Inhale
  - Drop your tongue



# Model 1: GROW



Sir John Whitmore with Alexander Graham and Alan Fine. Circa 1980s

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# Model 2: TED

- A prompt for powerful open questions:
  - **T**ell me about it
  - **E**xplain to me
  - **D**escribe to me



# Any questions?

- During the rest of today
- Email me:  
[Rachelj.work@gmail.com](mailto:Rachelj.work@gmail.com)
- Connect with me on LinkedIn



**Rachel Jenkins**

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