

How to use coaching and the CMAA coaching program to take your club management game to a new level

By



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The Goal of the CMAA Coaching Program

To increase the professionalism, confidence and security of Club Managers.

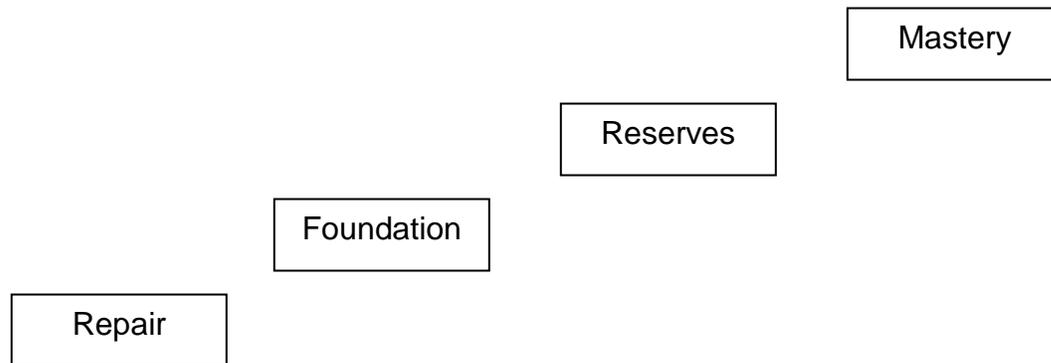
There are many ways to use CMAA Coaching Services

1. Check out the Coaching section in Club Careers at www.cmaa.org.
2. Submit a question or issue to the Coach's Corner – you will get a response specific to your question. The questions and responses, if used, will be posted on the site in a generic or general way.
3. Book a Coaching session.
4. Just in Time Coaching. During the first three Tuesdays of the month, between 11:00am and noon Eastern, and 7:00pm and 8:00pm Eastern, CMAA members can call in for a minimum 15 minute chat with the Coach.
5. Face-to-face Coaching. These one-on-one Coaching sessions are available each year at the conference.
6. Group Coaching Sessions. These allow people who were not able to book a private Coaching session a chance to explore Coaching issues at the conference.
7. Articles. Coaching articles appear in Outlook and the Chapter Digest.
8. Members can subscribe to Clarity Success Coaching's monthly CMAA e-zine (electronic newsletter).

Who uses the CMAA Coaching Services?

The people who use Coaching tend to be the dedicated people who focus on continuous improvement. The service was started in part to give support to Club Managers who had lost their jobs. About 20% of the people who talk to me are in this situation.

Four Levels of Coaching Issues



Building a Personal Foundation

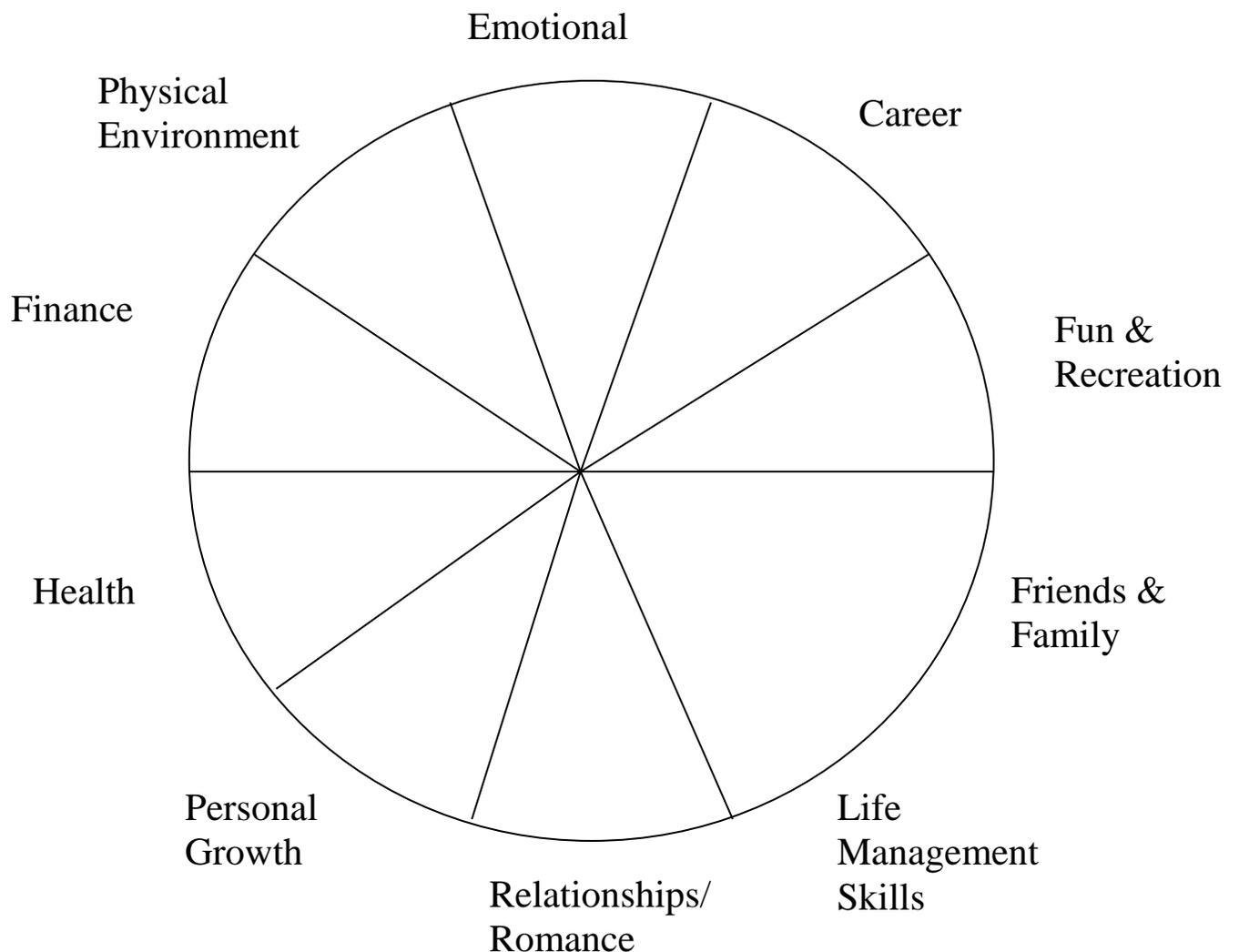
To give you an understanding of what a personal foundation is I would like to briefly describe to you the topics we deal with when creating this personal foundation.

1. **Clearing unresolved matters:** here we deal with getting past issues that stay with us and hold us down. It could be something that we did or didn't do or that we should have done or did poorly or perhaps something that was done to us. The strength of this process is letting go of those things from the past that take our energy whether through regret, remorse, shame, anger, denial or sadness.
2. **Restoring integrity:** to be our best we must be able to do what we say we're going to do and be who we were meant to be. Restoring integrity for some may mean speaking truth and for others doing the thing they are meant to do.
3. **Getting needs met:** when I work with people on getting their needs met they discover what their personal needs are and they begin to see what is possible when they are getting them met. We can also clearly identify how much more difficult life can be when their needs are not being met. People who don't have an understanding of this process can often find themselves doing things that may work against the goals they are trying to achieve.
4. **Extending boundaries:** boundaries are the imaginary lines we establish around ourselves as a way to protect against the unhealthy or damaging behavior of others. This is a way to ensure you are being treated with the respect that you deserve.
5. **Raising standards:** personal standards refer to the behavior and actions you are willing to hold yourself to. Much of the process when working with a coach is about continually raising standards in every area of your life. As these standards are raised people feel better about themselves and

- they become more attractive to opportunities and the possibility of reaching any goal becomes more realistic.
6. **Stop tolerating:** humans tolerate a lot. Club managers tolerate a lot. 'Tolerations' can be people in our organization who don't live up to our standards, people who treat us with disrespect, not taking enough time for ourselves, or a waistline that's getting too big. Everything we tolerate takes energy. As we are giving energy to our tolerations we are not putting it towards our goals.
 7. **Seeing the positive side:** it's pretty easy to get into the mode that life is not treating us well. Or that our plight is not easy. But there is a great power in realizing how much we have to be grateful for and seeing the opportunities that are available when this shift in perspective is made.
 8. **Strengthen the family:** part of a great foundation is about being part of a family, whether it is biological or chosen. Creating a structure where you can support others and benefit from their support when you need it strengthens the person you can be.
 9. **Strong community:** this is similar to building a strong family. Our opportunities to build a community, whether geographical, interest based, industry based or global, ensure we have others to support and that their support gives us strength.
 10. **Reorienting on values:** once we have a clear understanding of our values we can be very powerfully focused on the goals we set, which are clearly consistent with those values.

The Wheel of Life

The ten sections in the Wheel of Life represent Balance. Take a look at your personal life as if it had ten areas that you decided are critically important to constantly improve. If the center of the wheel represents zero and the outer edge is ten, rank your level of satisfaction with each life area by drawing a straight or curved line to create a new outer edge. When you've finished, shade in each area to get a feel for the true shape of your wheel. The new perimeter of the circle represents your level of balance in the Wheel of Life. If this were a tire on your car of life how bumpy would the ride be?



Here are some questions I might ask you if we had a Coaching session.

What makes you happy?

What is important to you?

If you could live five separate lives and had a different career in each one what would they be?

If you could set three goals and be guaranteed their attainment what would they be?

What three things would you like to change in your life in the next 90 days?

What or who are you tolerating?

What energizes you?

What is sucking energy from you?

Are you honest?

Are you constructive?

Do you take things personally?

What would you like to do, have or be before you die?

How have you been playing small?

Is failure an option?