

Generative Outcome Measures of Dialogic Coaching

What is it that Dialogic Coaching generates for the client?

Perspective or Belief Shift

Collectively reframe of the issue, see it in a new way, new construction, new pattern(s)
The language shifts in describing the way things are
Reality looks different; Problem narratives are rewritten
New, unfamiliar ways to think about social interaction, structures, process
Understand the “informal logic” or assumptions, filters, how elements are organized
Folks are more optimistic
Can see the multiple connections among all the goals of life and work
More understanding of how current stories are creating and influencing important relationships and current organizational realities

Innovation

New values and aspirations are expressed
Change in daily routines; Think, talk and act in ways that hadn't been considered before
Create actions that inculcate the vital few interests
(interests about the issue, our resolution process, our relationship, the committee in your head)
Develop proactive strategies for change
More aware in a spirit of inquiry; More curious
Imagination is unleashed so alternative realities can be considered

Empowerment, Informally

Spontaneous, unmonitored, voluntary, improvisational, visible, and irreversible action
Leadership search for innovation, support it
Self-appointed, self-sanctioned, visionary and informal leadership taking next step
Increasing ability to influence informally
The next step is known even if the future is uncertain. 3
The person's team and significant colleagues notice and recognize the shift 4
Increased confidence in self to actively rewrite the story
Increased willingness to learn from others, ask and listen to others when uncertain
More opportunities for participation and decision making from others at the margins

More Choice

More options to choose from
Greater choice in decisions

Relationship Building

Increased awareness of personal power applied to building relationships
New relationships are built
Looking for opportunities to partner, communicate
Relationships are rebuilt

Emotional Buy-in

More excited by the possibilities
What was surprising?

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2. Gopelt, J and Ray, K. Dialogic Process Consultation. In G. Bushe and R. Marshak (Eds.) *Dialogic Organization Development*. San Francisco: Berrett-Kohler, Pub., 2015.
3. Kellett, P. Diana Dalton, D. *Managing Conflict in a Negotiated World (A Narrative Approach to Achieving Dialogue and Change)*. Sage Publications, 2001
- 4 Swart, C. Coaching from a Dialogic OD Paradigm. In G. Bushe and R. Marshak (Eds.) *Dialogic Organization Development*. San Francisco: Berrett-Kohler, Pub., 2015