

# Embrace Your Inner Life Coach

Think better. Feel better. **Boss better.**



Kellye Mazzoli, Founder + Chief Executive Confidant  
City Boss Coaching, LLC

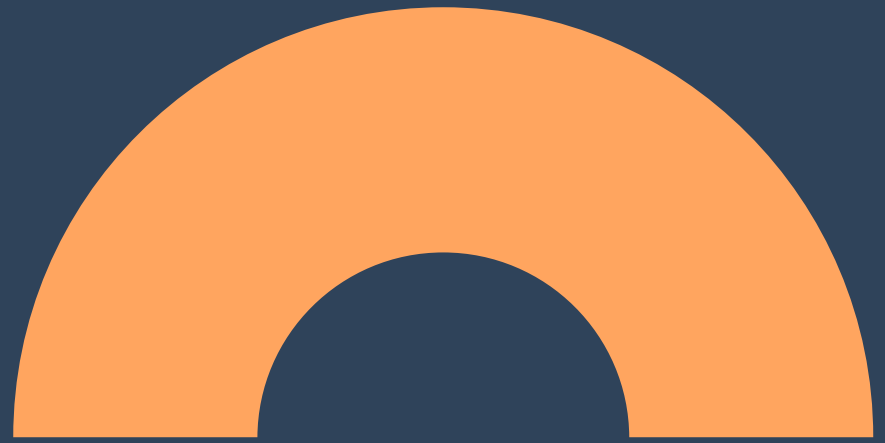
[CityBossCoach.com](https://CityBossCoach.com)



# Hello. Intro.

Think better. Feel better. Boss better.

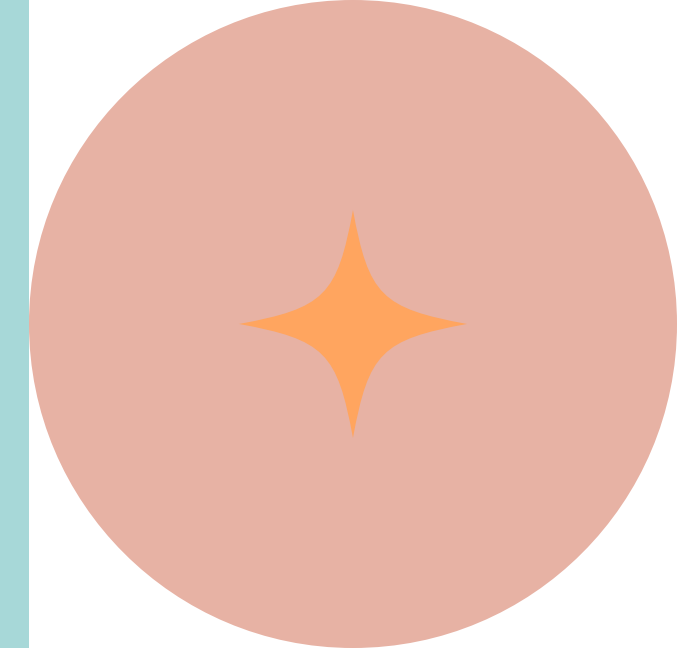
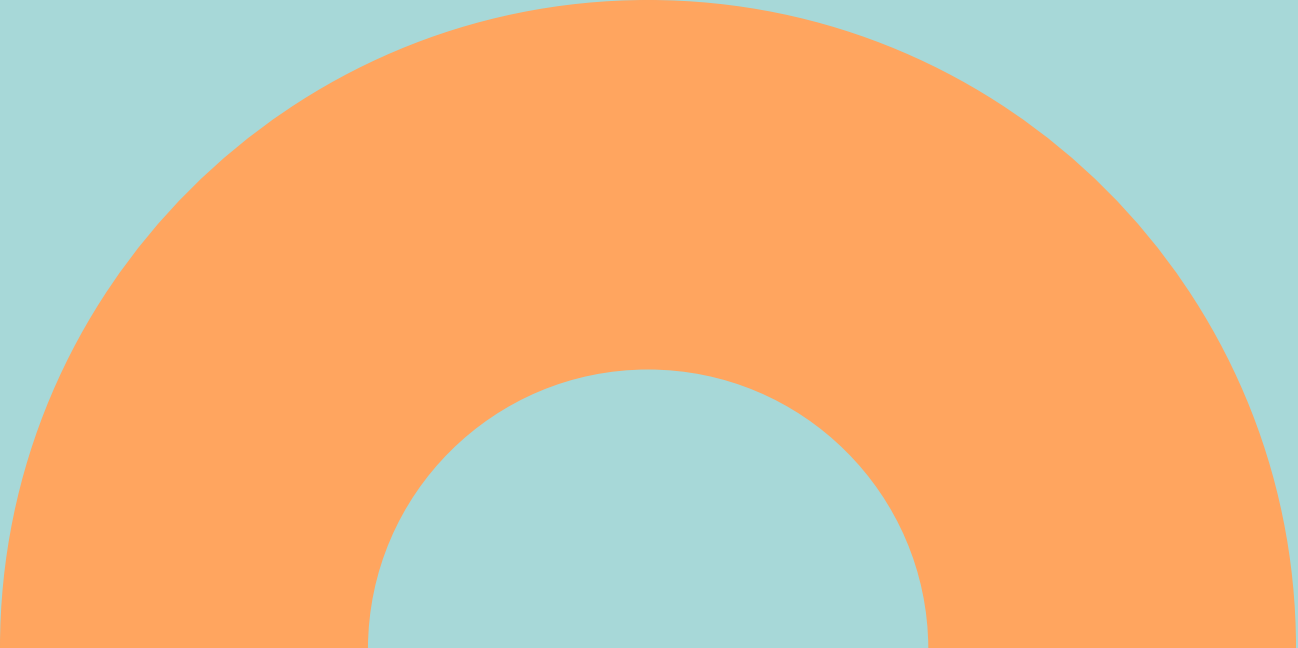




# State Management

Breathing Exercise for **Focus**





# ***What* are we going to cover today?**

- 01** The "B" Word
- 02** Beyond Basic Boss
- 03** Unblock *Your* Best Boss
- 04** Let's Coach Live





# Why is this important?

- People **rely** on you
- Your job **demands** it
- Your boss(es) have **expectations**
- You need **answers**, all the time
- You want to keep your **job**, keep your **sanity**, & keep your best **team** members.

**BOTTOM LINE**

**Think better. Feel better. Boss Better.**





**KELLYE MAZZOLI**

# ***Who can you turn to for help?***

**16-years in the City Manager's Office.**



**Led 100+ Community & Cross-Departmental Initiatives.**

**Certified Life Coach.**



# Starting with... the "B" word

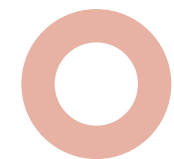
Think better. Feel better. Boss better.



# Basic Boss.



BOSS = LEADER



THE MANY ROLES OF A BOSS



FOUNDATION OF HIGHLY-FUNCTIONAL TEAMS





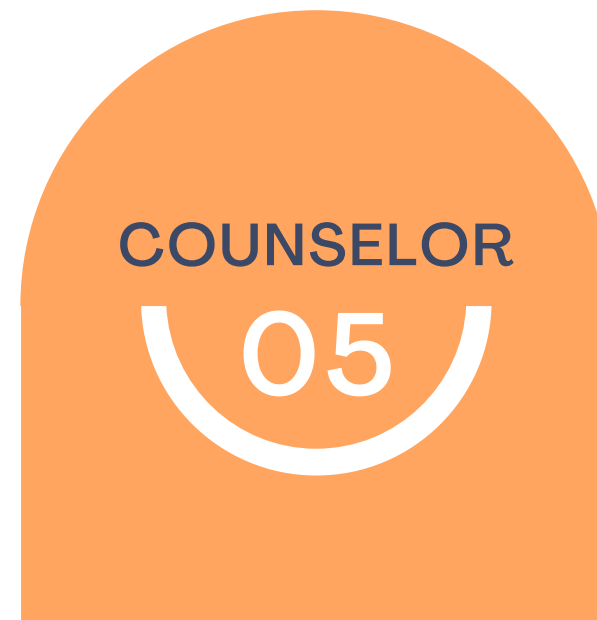
○ BOSS = LEADER



**Bossy**  
**Over-bearing**  
**Psychic**



# ○ THE MANY ROLES OF BOSS



# ○ THE MANY ROLES OF BOSS





# Here's the Thing...

The best Boss will flow into and out of each of these roles as appropriate.

## **NOW YOU KNOW...**

- Distinguish each of these roles
- Which you are in
- When to switch to another
- COACH can be one of your most versatile options



# ○ Boss Foundations

AS A LEADER, YOU ARE RESPONSIBLE FOR:

- Having & holding a **VISION** for yourself and your team
- Using the vision to set **POSITIVE GOALS** for yourself and your team
- Holding yourself and your team **ACCOUNTABLE** for achieving the vision + positive goals



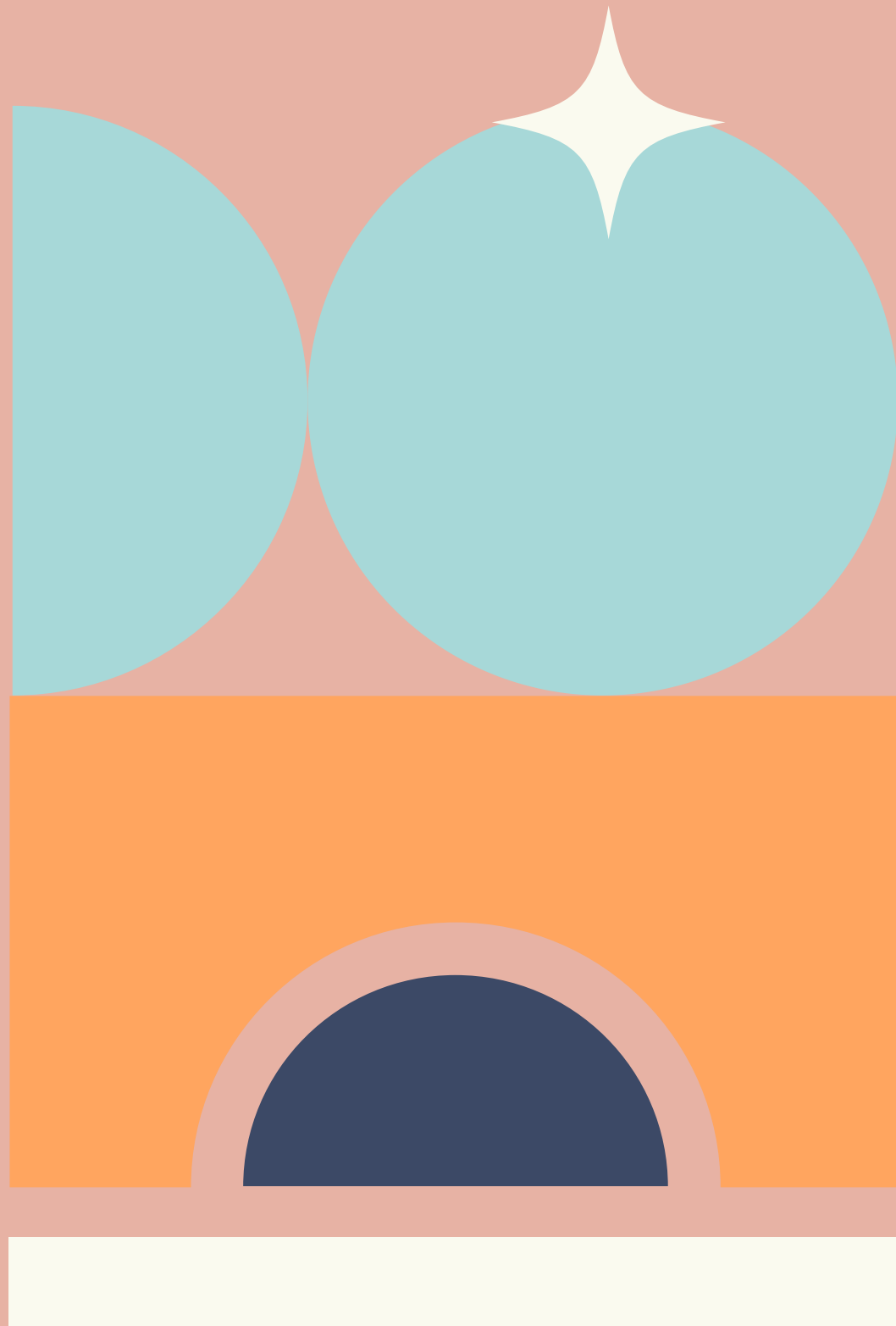
# ○ Foundation of YOUR Highly-Functional Teams



**BOSS**

- Provide Vision (where and why)
- Provide Positive Goals (what and who)
- Provide Accountability (assess the how)





# In the end... Embrace Boss

Boss isn't a bad word

Boss isn't scary

Boss means being a leader

Boss encompasses many roles

- I choose which role I am in
- I choose when I am in each role

Boss means setting the foundation

- I choose the vision
- I choose the positive goals
- I hold everyone accountable (inc. me)








# Beyond Boss Basics.

Channeling your inner life coach to tackle any issue.





# Your Inner Life Coach

-  Seriously **LISTEN** so you can HEAR
-  Openly **CURIOUS** so you ask QUESTIONS
-  Always **BELIEVE IN OPTIONS** so you can be FLEXIBLE





# The truth is... there will be issues

Your team will come to you with  
**issues**

Your boss will come to you with  
**issues**

Your brain will come up with  
**issues** for you



## STEP 1

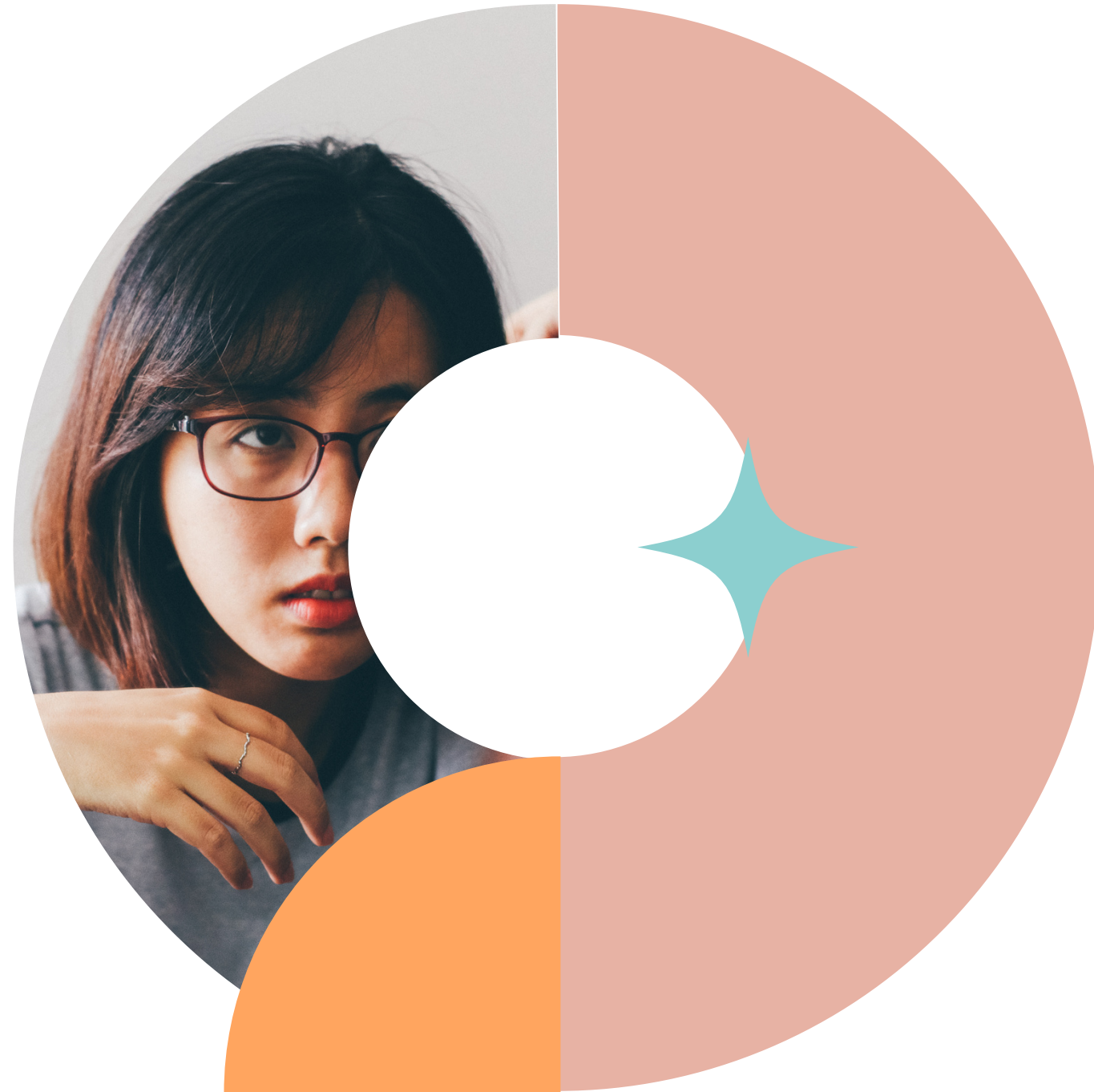
# Listen.

WHY?

So you **hear** and they are **heard**

- Seriously
- Actively
- Genuinely
- Intently
- Inquisitively





## STEP 2

# Be curious.

- Let go of judgement
- Be a fact collector
- Be an observer
- HEAR everything w/out having the answer
- Ask questions, be open to their answers
- Without judgement



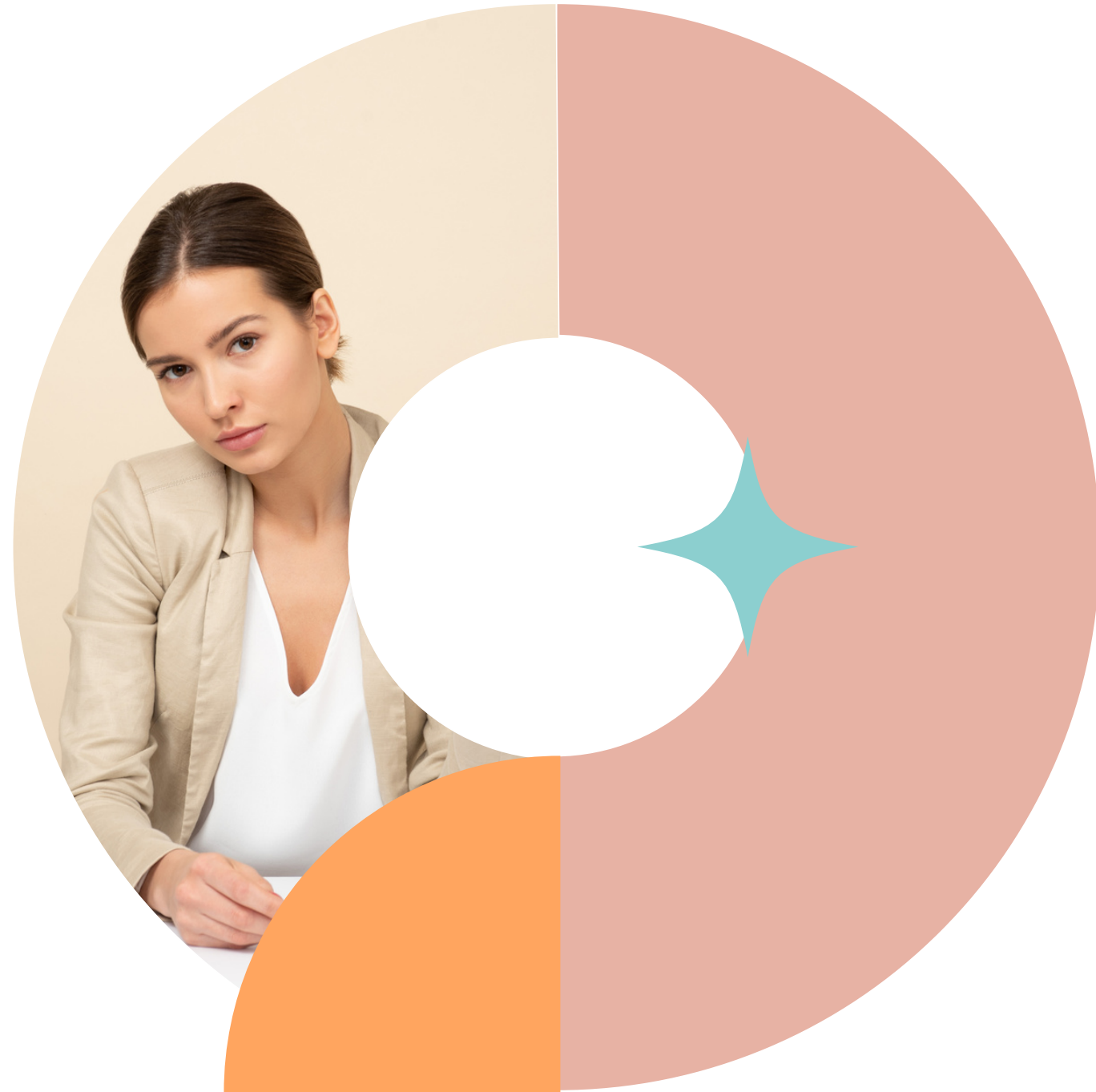
### STEP 3

## Believe in Options.

- There are options
- There are **always** options
- YOU are not the only one with a solution
- There is more than one option / solution
- Let them come up with their own solution

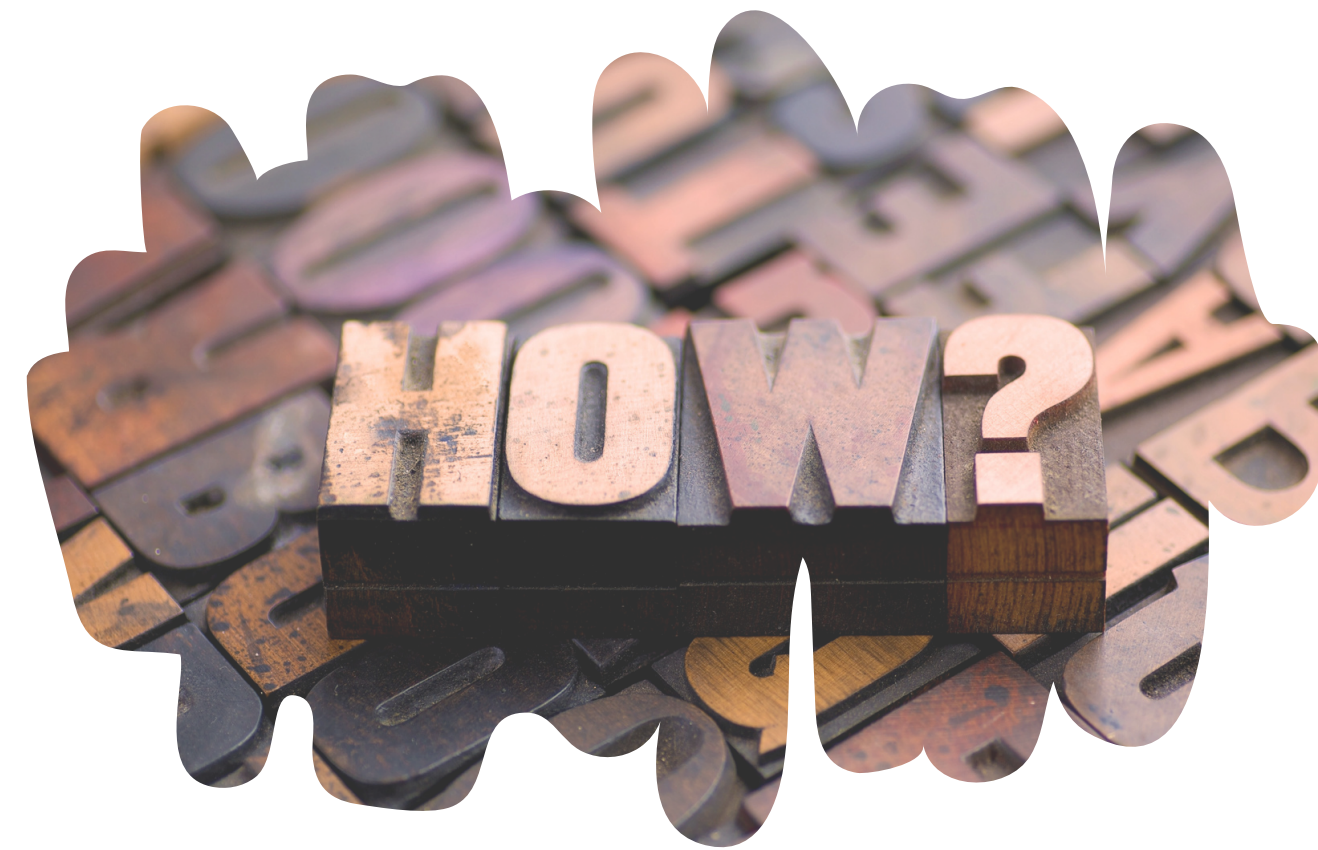


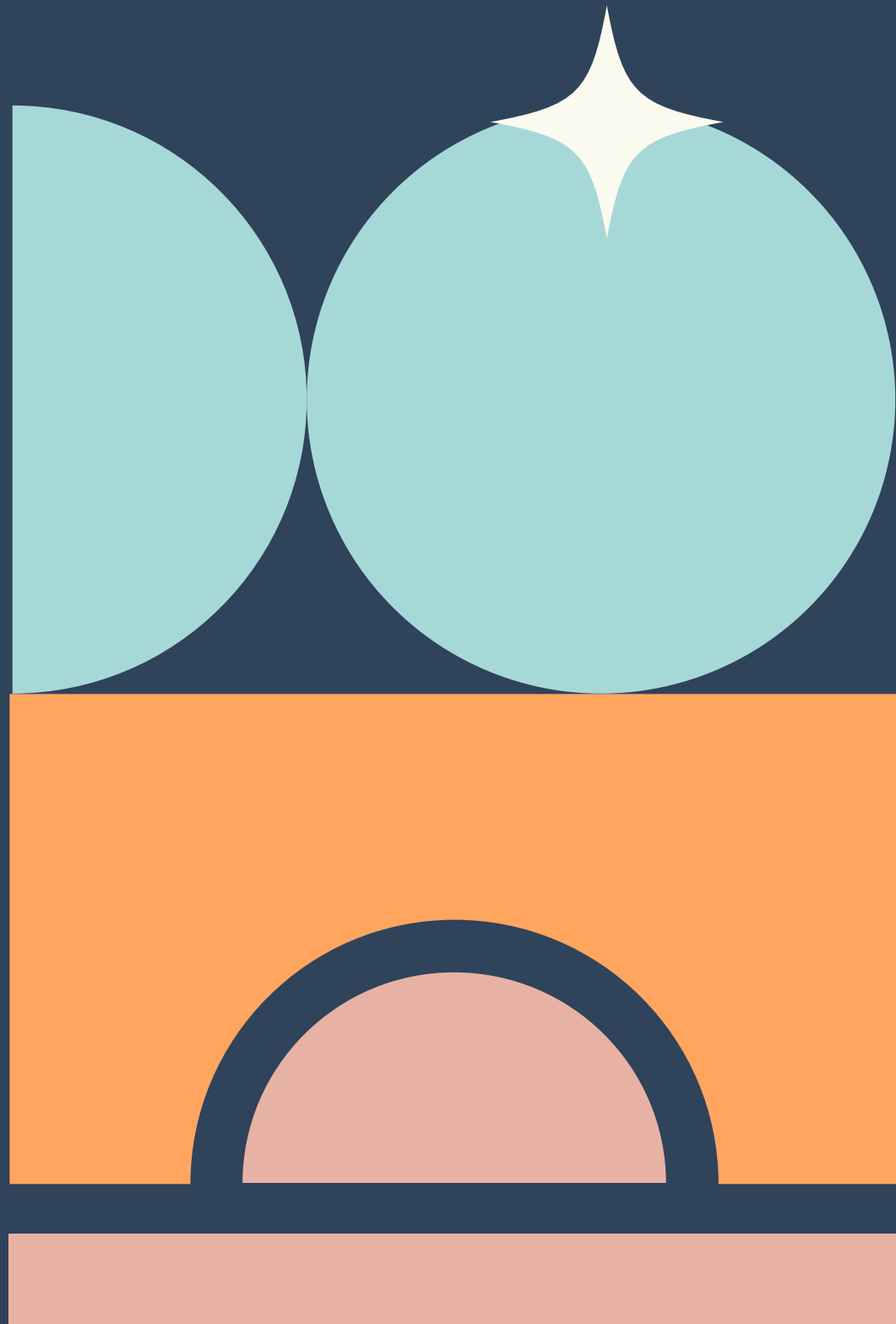




GREAT!

But how do I  
actually implement?





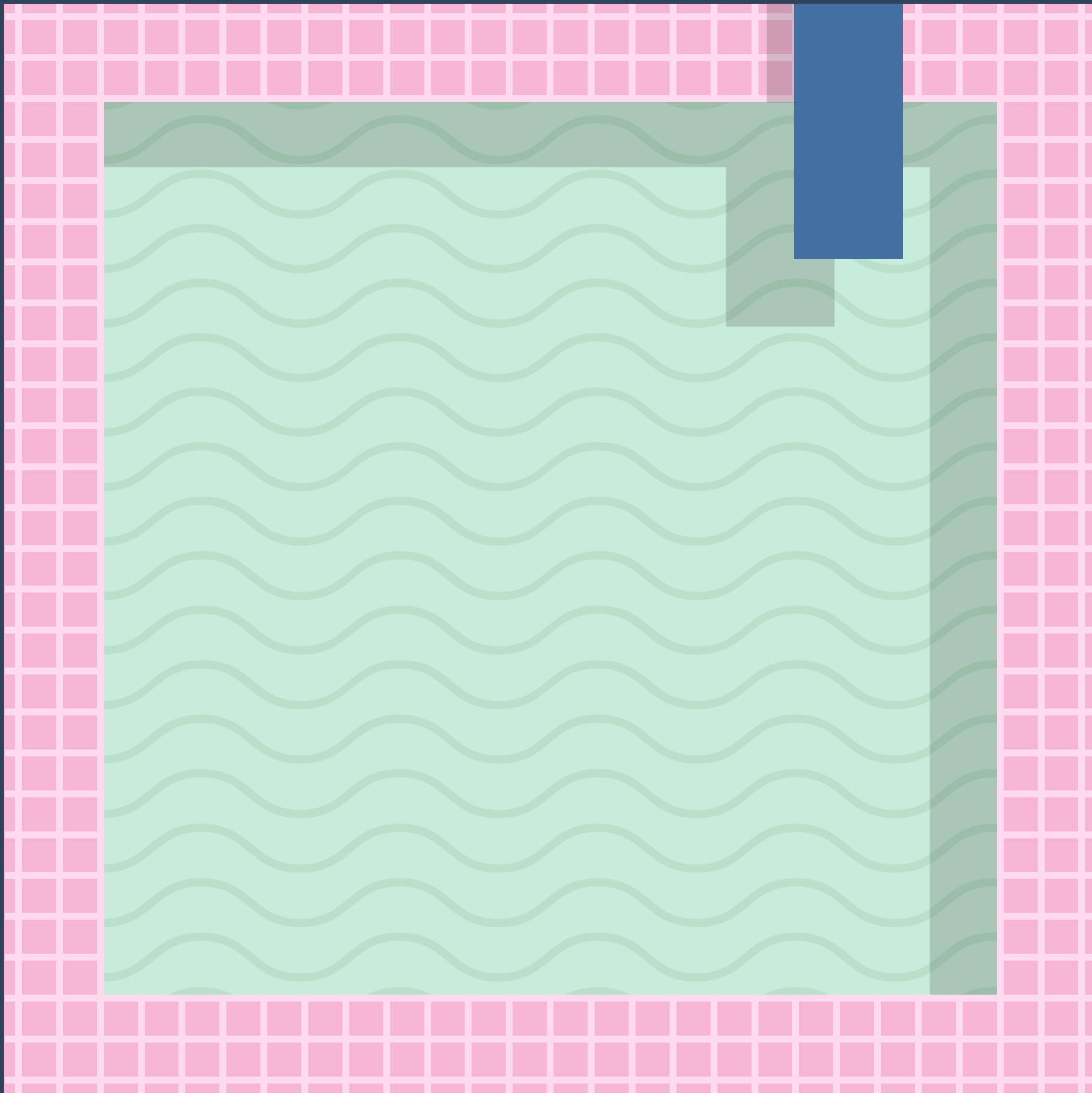
# Close your eyes and imagine...

A swimming pool.

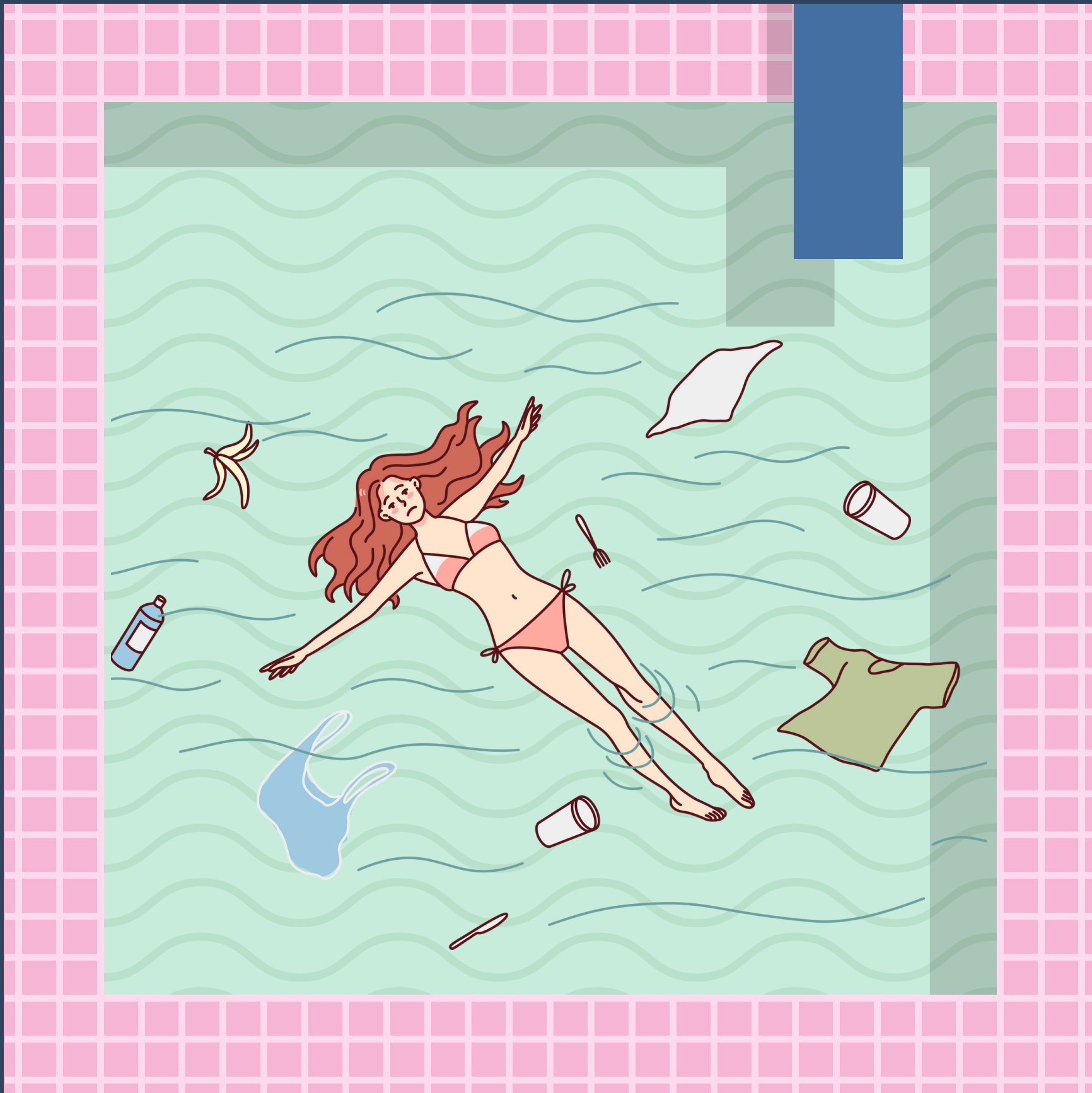
It's the swimming pool of your team member.

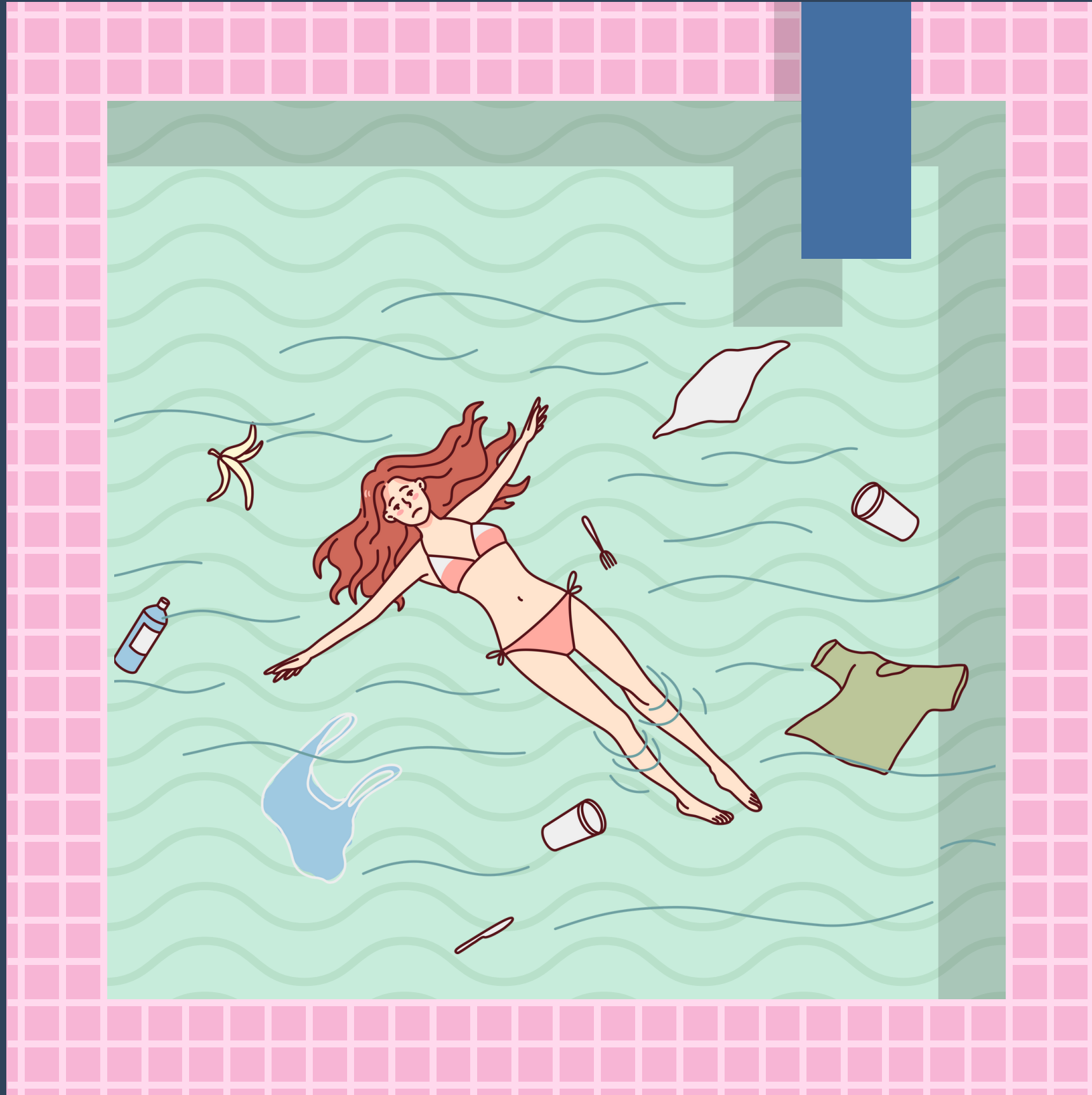
Right now... they are swimming in all their thoughts + emotions about the issue.





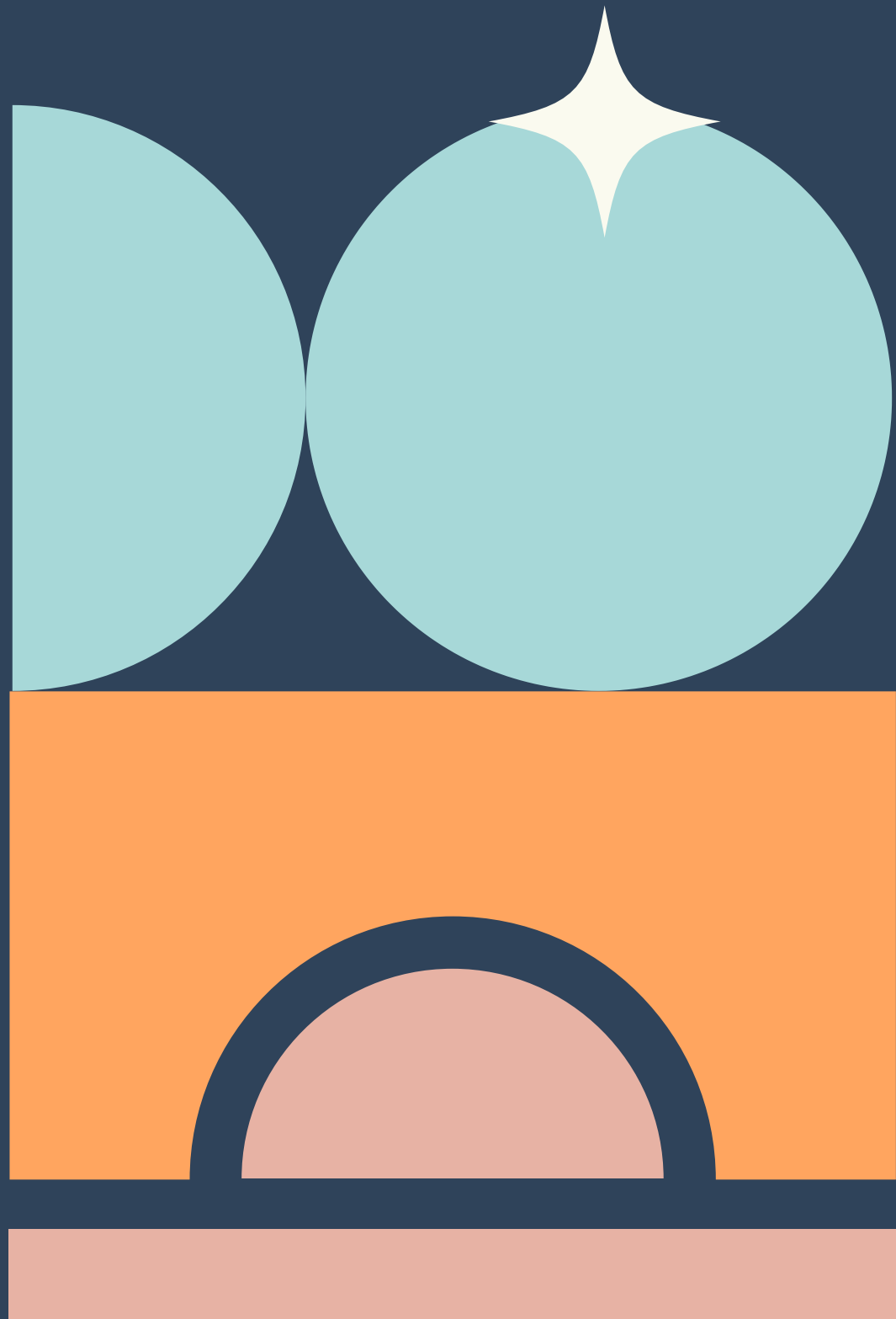






As a Boss...  
What do you  
choose to  
do?



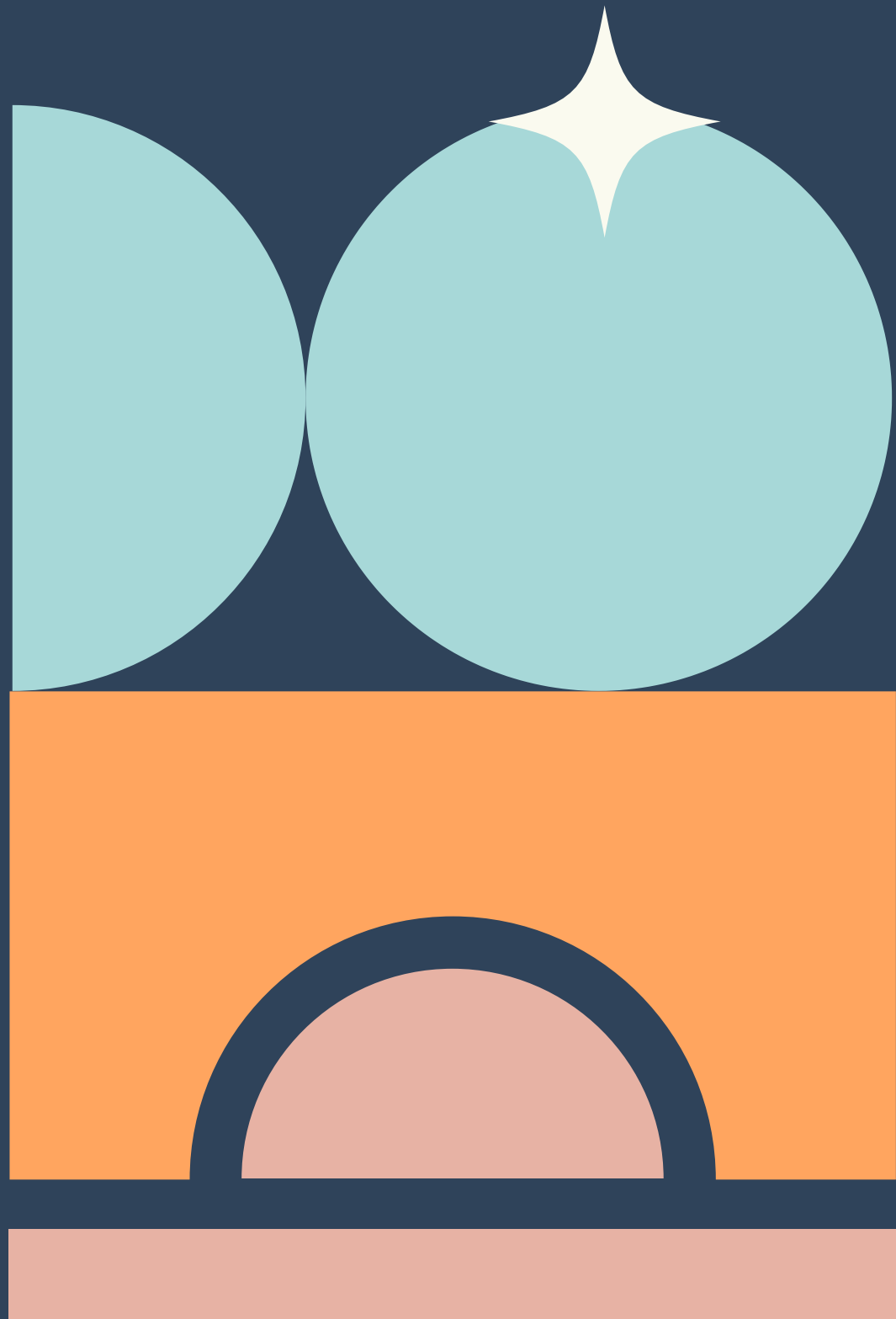


# Embrace your inner life coach.

Your inner life coach reminds you:

#1 (You have options)





# Let's talk options...

- Option 1
- Option 2
- Option 3
- Option X



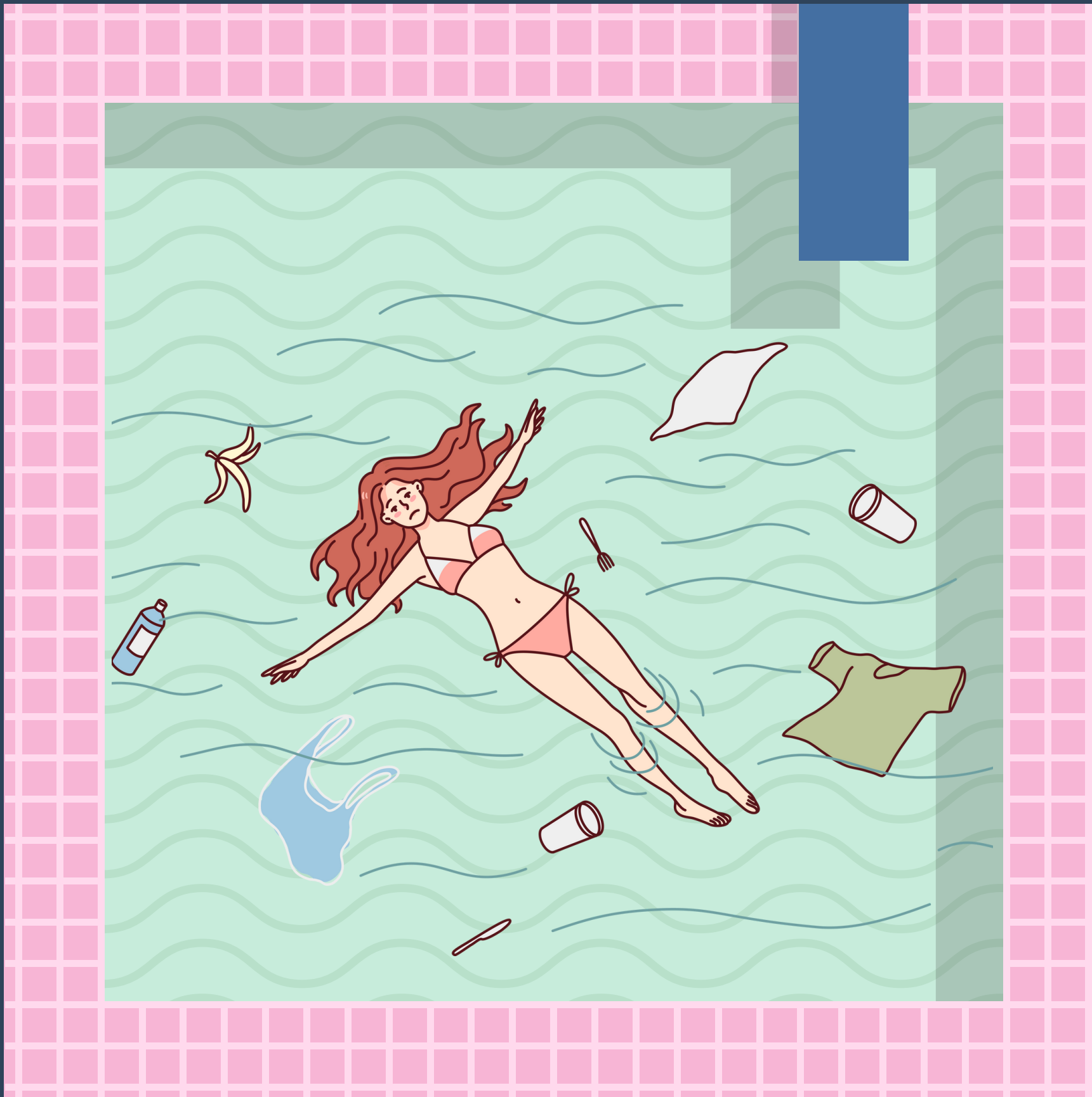


# Let's talk options...

- Option 1 - jump in + swim
- Option 2 - walk away
- Option 3 - grab a lounge
- Option X



# Option 3... Pull up your Lounger







# As the factual observer...

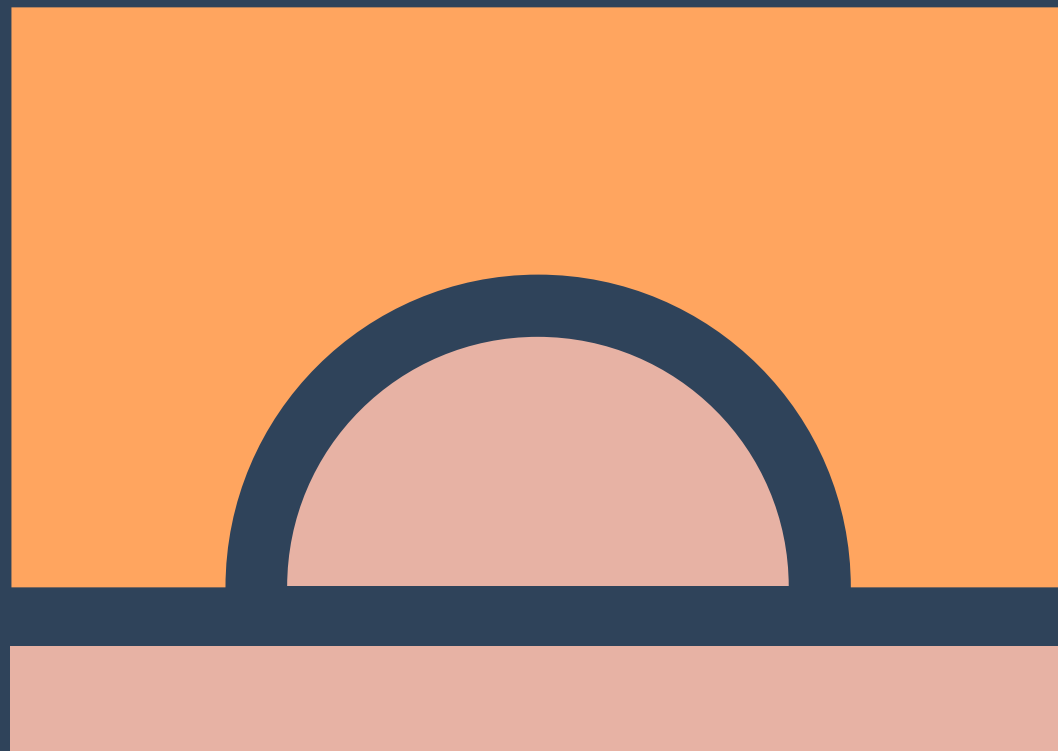
Listen

Ask questions

- Name the issue.
- Name their emotion.
- Generate some options.
- Let them pick an option (solution).

Options = invitation to get out of the pool

Solution = getting out of the pool



# Unblock Your Best Boss.

Unblock and unlock *your* best boss.





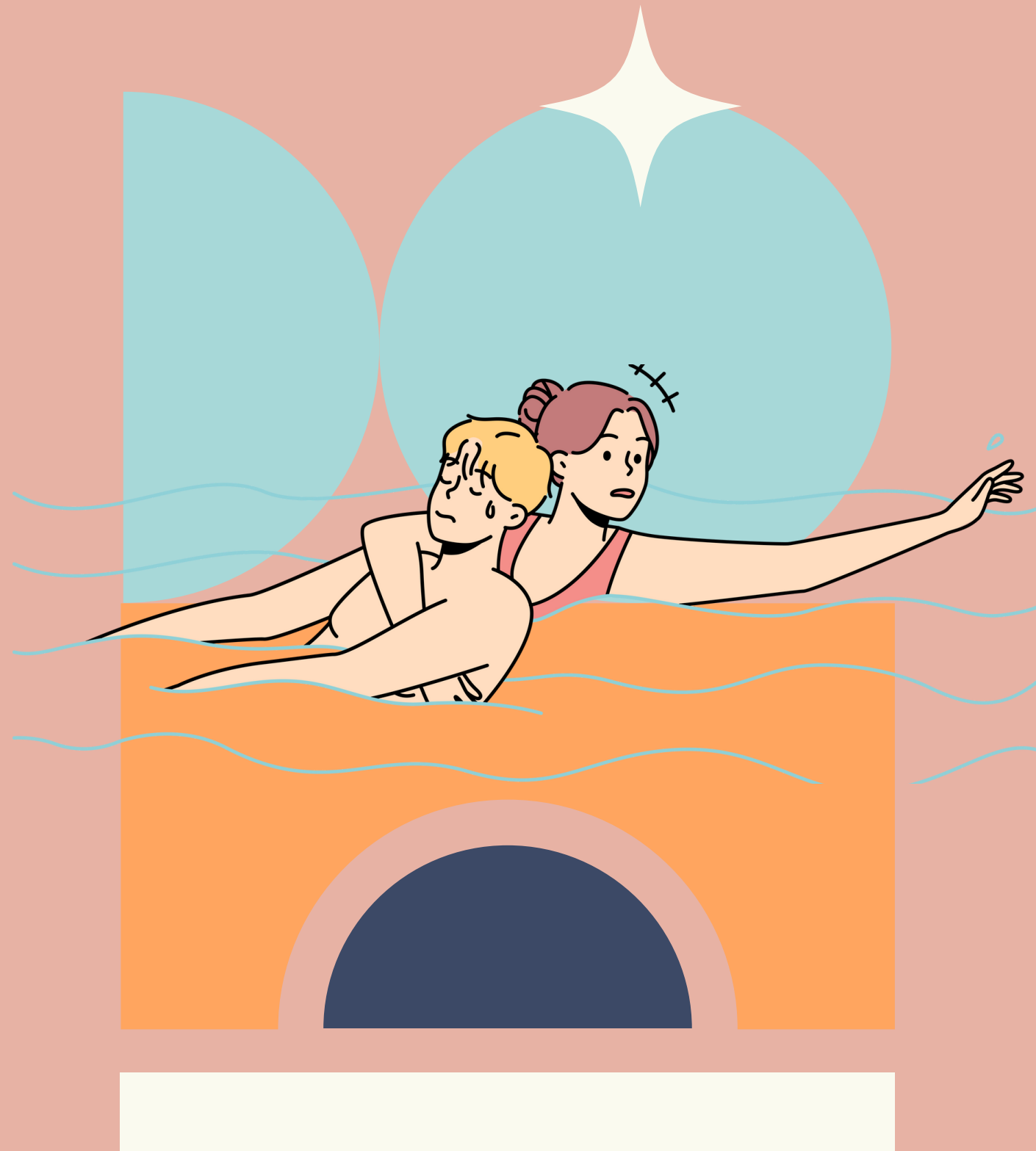
# The Block... Closed off

## Why aren't you open?

You're thinking YOU have to be the one to fix, save, or show-up as the expert

## Looks like?

- "Shoulding" on your team members
- Not being neutral
- Not asking questions/for options
- Shutting down their options
- Picking the solution for them





BOSS

# Great! But how do I actually unlock my best Boss?

**WITH GUIDANCE + WITH PRACTICE**

you  
- & -  
them

- Believe in *them* as problem-solvers
- Build trust in *their* solutions (+ themselves)
- Empower the team to handle things on their own





# Practice on You...

- Start w/ Self-Awareness
  - You have an issue and realize you're in the pool
- Remember you have Options
  - Option 1: Swim in the pool
  - Option 2: Coach yourself out
- Choose to embrace your inner life coach



# Simple Steps to Coach Your Best Boss

- Observe the situation (pen + paper)
  - @ Top - Name the issue
  - @ Left - All your thoughts
  - @ Right - Corresponding emotion
- Next page
  - Ask yourself more questions
    - (What am I making this mean about me?)
    - Observer-mode, neutral, facts
  - Write out 3+ options
- Circle the best option available to you and implement now





# Simple Steps to Coach Your Best Boss



# Let's Coach Live

At times you may find **value** in someone else asking the questions.



SCAN  
ME!





It's been a  
pleasure.



Think better. Feel better. ***Boss better.***

Kellye Mazzoli

CityBossCoach.com

