



AI IN COACHING

A BALANCED PERSPECTIVE

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AGENDA

- Background
- Perspective: Why AI in Coaching
- Use for Coaches + Coachees
- Drawbacks
- Summary
- Links





BACKGROUND

Artificial Intelligence (AI) is a domain of computer science focused on creating algorithms that simulate aspects of human intelligence. Since the mid-20th century, AI has advanced from basic machine learning to intricate neural networks. Today, AI excels in processing and interpreting extensive data sets, enhancing task automation, and replicating human interactions, making it an invaluable asset in diverse sectors, including coaching.

AI CAN ANALYZE LANGUAGE AND EMOTIONS

IN BOTH DIRECTIONS - OF THE COACHEE AND THE COACH

- Use transcripts and AI's suggestions to improve your coaching abilities, uncover blindspots and refine your approach.
- Provides nuanced data-based understanding of clients' communication styles and, if desired, emotional states.
- Share transcripts with coachees for collaborative learning sessions.
- AI tools improve administrative efficiency, scheduling, reminding, note taking, summarizing and relieving humans of lots of tedious stuff.

AI-ENHANCED COACHING

EMPOWERING TOOLS FOR PERSONALIZED DEVELOPMENT

- Chatbots Without Code: Use platforms like Open AI's GPT4-to create conversational AI options.
- Craft tailored coaching programs and modules with Microsoft Co-Pilot.
- Implement AI systems to analyze client conversations (RaeNotes).
- Leverage tools for transcription (like Otto.ai) and others for sentiment analysis during client sessions to provide immediate feedback. AI assistant are offered by Zoom, Microsoft etc. These include chatbots, text-to-speech, speech recognition & voice-activated assistants.
- Enhance Reflection: Utilize reflective AI journals like Reflectly, which uses AI to help users navigate their thoughts and feelings; personal mental health companion.

AI COACHING TOOLS

PRACTICAL APPLICATIONS

- Self-coaching. Available 24/7; coach in your pocket.
- Provides basic coaching at an ACC level.
- Support coachees in the phases between coaching sessions. Create games, quizzes and learning nuggets easily.
- Support your client in their self-reflection skills. Prompts client thru questions and paraphrasing, usually via text. Chat GBT4 app can now be voice activated.
- Generate need-based offers, straightforward emotional support, goal setting, problem solving and stress management with coaching chatbots.
- Create a *custom GPTs* for specific topics and content. For teaching, learning, mentoring and learning transfer. Examples: GBT LC on Resilience, Agility or Neuro-Diversity!

Personalized Learning Pathways – Example:

AI algorithms can analyze a client's past performance, learning style, and progress to create a personalized coaching plan. For instance, if a client is struggling with public speaking, AI can assess their previous speech patterns, and their emotional responses to identify specific areas for improvement. It might suggest tailored exercises for voice modulation, pacing, and handling anxiety. This personalized approach data-based approach can make the coaching journey more efficient and effective.



LEVERAGING AI ETHICALLY

A network diagram consisting of white circular nodes connected by thin white lines, set against a dark purple background. The nodes are arranged in a complex, interconnected pattern, resembling a molecular structure or a data network. The lines vary in thickness, and some nodes are larger than others, creating a sense of depth and connectivity.

Ethical AI use involves absolute transparency with clients about data use, ensuring privacy in a safe space, location of servers etc. and always keeping human judgment at the forefront of coaching conversations and decisions.

Downsides

- Data privacy and ethical concerns with client information.
- Predictive models' accuracy depends on training data quality.
- Possibility of biased insights without careful management.
- Risk of depersonalizing the coaching experience.

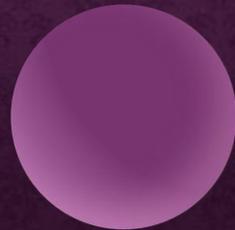
👉 This means IMO: AI should be used as a supportive tool, not a replacement for human judgment, critical thinking and high-quality professional coaching.

Will Coaches Be Replaced?

The short answer is no. At least not yet.

AI lacks the intuition, critical complexity, ethical judgment, and personal touch (like humor) that are important in coaching conversations.

Are there applications for AI collaboration tools in the coaching world? Definitely!



What is the key to effectively integrating AI into human-centric fields such as coaching?

AI is a powerful tool, but it is not a panacea. It's about finding the right blend of technology, creativity, and the unique human touch.





CONCLUSION

AI is a friend, not a foe in the world of coaching and training. It's a powerful ally that, when used ethically and responsibly, can enhance efficiency for the professional coach and improve learning and growth for the coachee.

Could AI technology usher in true democracy of coaching?
What do you think?

THANK YOU!

Useful links:

- Microlearning course „what is generative ai“https://www.cloudskillsboost.google/course_templates/536
- <https://www.ardmediathek.de/video/ard-wissen/better-than-human-leben-mit-ki/daserste/Y3JpZDovL21kci5kZS9zZW5kdW5nLzI4MjA0MS8yMDIzMTlyOTA2MDAvbWRycGx1cy1zZW5kdW5nLTc4NzI>
- Trainingaktuell. Nr.2/2024, 29. Januar 2024
- <https://www.evoach.com/ai-chatbot-assistant?lang=de>

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