
momentor

Maximizing Coaching Success

» Momentor Commonly Asked Questions

Q: Why was Momentor developed?

A: Research suggests that behavior change efforts are difficult for all of us (e.g., 95% of those who lose weight regain it back within 2 years; only 14% of those who quit smoking are abstinent after 6 months; improvement after 360 feedback results in weak effects) and unless we commit to practicing new behaviors we are unlikely to improve our effectiveness and performance. Momentor was designed to help facilitate translation of awareness from our assessments into actual behavior change through the creation and implementation of action plans.

Q: Was the design of Momentor based on any behavior change theories?

A: Yes. The design of Momentor was based on the most often applied theories of individual behavior change including the Theory of Planned Behavior (Ajzen, 1991), self-efficacy and social cognitive theory (Bandura, 1977), the Health Belief Model (Becker, 1974), and the

Transtheoretical Model of Change (TTM; Prochaska & Velcier, 1997).

Q: Is there any evidence that the use of Momentor as a coaching tool will actually help improve performance?

A: The use of coaching along with assessments appears in several research studies to facilitate enhanced effectiveness. For example, Smither et al., (2003) studied 1,361 senior managers who received 360-degree feedback with 404 of these managers working exclusively with an executive coach to review their feedback and set individual goals. Managers who worked with an executive coach were significantly more likely than the other managers to demonstrate improvement. Thatch (2002) tracked 281 executives participating in a six-month coaching and multi-rater feedback intervention and found the combination of multi-rater feedback and individual coaching increased leadership effectiveness up to 60%.

Q: What are the stages that leaders go through to actually change behavior that are seen in Momentor?

A: Initiating behavior change and sustaining it over time are really two different processes. Momentor builds in specific exercises and has a reminder system in place to help people move through the three stages of successful behavior change plans: 1) Enlighten (awareness about “signature” strengths and potential development areas); 2) Encourage (readiness, confidence and motivation to want to create and implement an action plan); and 3)

Enable (periodically reminding and reinforcing leaders about their development plan progress).

Q: How does Momentor enhance insight and understanding of their feedback report?

A: Momentor facilitates greater understanding of the feedback by including a set of structured exercises designed to facilitate awareness and insight. These exercises include a set of reflective questions for the leader to consider about their results, rating of the most important competencies being measured for successful performance in their current job, and a decision making approach to deciding which specific competencies they are most motivated to want to work on as part of their development plan.

Q: There seems to be a growing recognition that writing about one's feelings, thoughts and experiences can help facilitate growth and behavior change. Does Momentor have anything like this?

A: Yes. One feature of Momentor is a journal that leaders can keep during their coaching and professional developmental planning experience. The content can be either kept totally private or open to be shared with an internal/external coach or one's manager through Coach Accelerator.

Q: I was given a copy of my feedback report but can I have an electronic one as well?

A: An electronic copy of the assessment used is available within Momentor when you enter into the system.

Q: Does Momentor replace a “coach” given that it provides an extensive competency based resource library and online developmental planning and tracking system?

A: No—coaching combined with Momentor appears to have the greatest impact on successful behavior change efforts. However, Momentor was developed to be easy to use, intuitive and could be a self-directed for use by leaders within an organization or for one’s own professional development.

Q: Are the resources in the Momentor Resource Library up to date?

A: Envisia Learning is committed to making sure only the most useful and updated resources are available to support leader’s development. With the use of staff, the resource library is updated each week to add, delete and modify new and existing links, books, podcasts, and other media that are available to be added.

Q: What if a resource I want to use is not found in the Momentor resource library?

A: You can feel free to add any resource you want to your development plan. If you think that this resource would

be useful for others, please let us know and we can consider adding it to our resource library.

Q: Are all of the resources in the library free?

A: Most of the resources available in Momentor are free but books and certain articles (Harvard Business Review) must be purchased directly by the publisher by clicking on the link provided.

Q: What if I want to work on more than 2 competencies or development areas simultaneously?

A: You can feel free to focus your development effort on any number of competencies or focus areas. In fact, you might complete your development plan on one competency or focus area and want to begin another after that.

Q: How many actual activities or tasks can I include in my development plan?

A: There is no limit to the number of developmental activities, tasks, or projects, you include in your plan but realistically having fewer that are specific, measurable and doable are better than a large number that can't be easily tracked or monitored for progress.

Q: I love some of the resources in your library to include into my development plan. Is there any easy way to import them into my plan?

A: Yes. Once you begin to set up your development plan it will open up the comprehensive library for the particular competency or area you want to work on. Clicking on the box to the left of the resource will open up a calendar for you to complete to allow you to determine a time frame to finish this activity.

: Can I create my own customized development activity without using anything in your library?

A: Yes. Our library contains only resources, media and developmental suggestions to consider using in some way in your developmental planning effort. You can create an unlimited number of specific action plan activities each tailored to your own creative imagination and needs.

Q: How often can I update or modify my development plan?

A: You can feel free to add, modify, or update the development plan at any time. Any changes you make to your plan will automatically be sent to your coach if you are working with one.

Q: Do you have any way that my manager or coach (internal or external) can also track and monitor my development plan progress?

A: Yes. Envisia Learning recognizes that managers and internal /external coaches can play a key role in developing talent—even those most motivated to want to grow, learn and improve. So, they created a separate system called Coach Accelerator that these individuals can log into to see the progress on your development plan?

Q: Will they also have access to my feedback report? I'd like to keep it private.

A: Envisia Learning has the ability to either enable or disable the ability of a manager or coach to have access to viewing your feedback report through Coach Accelerator so just let us know your preference.

Q: How many individuals can have access to viewing my development plan progress and possibly my assessment report?

A: There is no limit to how many “coaches” can have access to track your progress. It is not unusual for high performing leaders to be working with an outside coach who will have access to your feedback report and also have their manager be able to just view your development plan progress.

Q: Will my manager or coach also have access to the extensive competency based resource library I am using in Momentor?

A: Yes. Your manager or coach will be able to access the exact same resource library during the 12-month subscription that you are using Momentor.

Q: Are there any other features in Coach Accelerator that my boss or coach can use?

A: Yes. They can keep confidential notes about each coaching meeting with you if they wish and can comment on your progress which will be available to you the next time you log into Momentor and update your development plan.

Q: Will my coach or manager ever be notified when I make progress on my development plan or do they just have to log in periodically to Coach Accelerator?

A: Each time you update your development plan, your manager or coach will be sent an email with what you have completed or made progress on.

Q: I took a 360 feedback assessment with Envisia Learning over a year ago and have completed the development plan I created in Momentor. I want to take another 360 to see how I have improved. Can I use Momentor again to help me with my new developmental planning journey?



Enlighten.
Encourage.
Enable.

A: Yes. You will see another area in the “My Development” page that shows my time series feedback report (combination of Time 1 and Time 2) and the same process you will need to follow to identify one or more competencies to work on and the opportunity to create a brand new set of professional development objectives to work on.

Q: I appreciate the monthly email reminders about my development plan progress from Momentor but can I change the frequency?

A: You can click on the "Preference" tab at any time to change your email reminder settings to less (quarterly or never) or even more frequently.

Q: I am trying to retrieve my feedback report online but when I click on the "View Report" icon nothing happens. What might be the problem?

A: Please make sure your pop-up blocker is not enabled in either your browser setting or anti-virus program. Momentor requires that your pop-up blocker is not turned on in order to use this site.

Q: I want to use another assessment instrument as part of my coaching process. How can this be added to the Momentor system?

A: You can add a new assessment report or other document by clicking on the "My Journal" link at the top of the page and then adding any document you wish to add to Momentor that will be available to your development coach by clicking on the "Browse" button to the right of "Attachment" and saving the journal entry (Note: You can name this document by typing in a description in the box called "Journal Entry Description."

Q: How can I renew my annual subscription to Momentor?

A: Access to Momentor is based on an annual subscription. You can renew your annual subscription by contacting Envisia Learning.

Q: My subscription to Momentor expired. Is my development planning information deleted automatically?

A: No. Once your subscription is expired you are just unable to log into Momentor but no developmental planning or journal content are deleted.

Q: I purchased an assessment from Envisia Learning or introduced to one by my organization or coach but didn't know about Momentor. How can I get started to use it?

A: Please contact us directly and we can help you to "jump start" your developmental planning and turn awareness into actual behavior change.