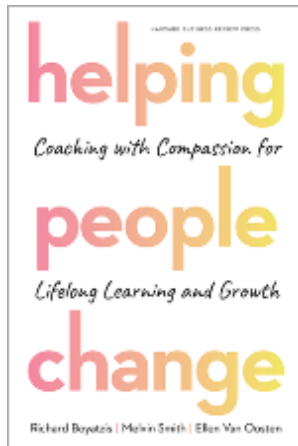


BOOK REVIEW



Book Title: ***Helping People Change: Coaching with Compassion for Lifelong Learning and Growth***

Authors: **Richard Boyatzil, Melvin Smith, and Ellen Van Oosten**

Publisher: HBR Press

List Price: **\$30.00** Format: Hard Cover, 256 pages

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Reviewer: **Kasandra Bell**, PMP, CSM, ITIL

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Introduction

The book “*Helping People Change: Coaching with Compassion for Lifelong Learning and Growth*” describes two different coaching techniques; coaching with compassion and coaching for compliance; comparing and contrasting both with appropriate use for each technique. Coaching with Compassion is coaching with a genuine sense of caring and concern, focusing on the other person, providing support and encouragement, and facilitating the discovery and pursuit of that person’s dreams and passions. Coaching with compassion activates conversations that inspire which stimulates the desire to grow, develop, and change in truly meaningful and sustainable ways. Coaching for Compliance is geared toward reaching a goal or fixing a specific problem. The premise is that coaching for compliance may result in short-term change but is not always sustainable and may not address underlying issues.

The authors share the scientific concepts and studies that support their findings; they also provide multiple examples illustrating the message. Each chapter in the book describes a different concept that ties in with coaching with compassion – a positive focus on values and the future to fuel long-term sustainable motivation to reach those goals. The guidance and suggestions are very practical and easy to use. I actually started using them the day after I finished reading the book with immediate positive results!

Overview of Book’s Structure

The book is divided into ten chapters with notes and an index at the end of the book.

The chapters are:

1. The heart of helping
2. Conversations that inspire
3. Coaching with compassion
4. Awakening the desire to change
5. Survive and thrive
6. The power of a personal vision
7. Cultivating a resonant relationship
8. Creating a culture of coaching or helping
9. Recognizing coachable moments
10. The call of compassion

Highlights

The authors are careful to explain how they reached their conclusions and include scientific studies, case studies, and other examples. They differentiate between coaching for compliance to solve a specific problem and coaching for compassion. Coaching for compliance may help to make necessary changes (compliance); however, it does not always last. Coaching with compassion looks at coaching from a distinct perspective.

The book explains Positive Emotional Attraction (PEA) and Negative Emotional Attraction (NEA) and how each of these mindsets contribute to or prevent changes in a person's life. The reader will learn how to identify PEA and NEA and how to help people – and themselves as coaches – cycle through each mindset for meaningful change.

Chapters two through nine have a section at the end that highlights key learning points and provides a reflection and application exercise. Chapters three through nine add useful conversation guide questions.

Chapter nine describes specific coaching challenges and how to address them.

Highlights: What I liked!

Sections at the end of each chapter with key learning points, reflection and application exercises, and the conversation guide questions were quite helpful since coaching for compassion is a new concept for me – but one that makes so much sense! The case studies and examples are most beneficial.

I especially appreciate the reflection and application exercises in chapter 6, The power of a personal vision. I've done vision statements and boards and such, but the five exercises helped me look at things in a different way.

Who might benefit from the Book?

This book can benefit anyone who influences others in any way. Those in leadership roles, coaches, teachers, parents, and managers can all gain from these insights and suggestions. There is a chapter that discusses how to implement coaching, especially coaching with compassion, in any organization.

Conclusion

The book “*Helping People Change: Coaching with Compassion for Lifelong Learning and Growth*” is well written and informative. It is easy to understand and includes the scientific research for the methods presented.

For more about this book, go to: <https://store.hbr.org/product/helping-people-change-coaching-with-compassion-for-lifelong-learning-and-growth/10224>

Editor's note: This book review was the result of a partnership between the publisher, PM World and the [PMI Dallas Chapter](#). Authors and publishers provide the books to PM World; books are delivered to the PMI Dallas Chapter, where they are offered free to PMI members to review; book reviews are published in the PM World Journal and PM World Library. PMI Dallas Chapter members can keep the books as well as claim PDUs for PMP recertification when their reviews are published.

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Kasandra Bell, PMP, CSM, ITIL is a seasoned Program Manager, Senior Project Manager, and a 15 year PMP. She has 10 years' experience in IT Project management for higher education and federal defense contractors managing multimillion-dollar ERP projects and various other types of infrastructure and software projects. She also ran her own Program and Project Management consulting company and has implemented multiple PMOs. She teaches several project management methodologies and is known as the PM Ninja for a charity close to her heart called Dallas GiveCamp, an organization that builds free software products for charities.

Kasandra has been a member of PMI since 2006 and is a member of both the PMI Dallas and PMI Ft. Worth chapters.

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