Develop the mindset, skills and techniques to coach employees for optimum performance using a 4-step coaching process.

Coaching has emerged as an essential skill in today’s business world. Applying a coaching mindset and skills will help you to become more effective and creative as a leader and contributor in your organization. And it will enable the people you coach to do the same.

In this highly participative one-day course, you will learn and practice a four-step coaching process. From starting coaching conversations, ensuring skillful dialogue and exploration of coaching topics, to overcoming resistance, you will learn the process, skills, and techniques to effectively coach to a desired outcome. You will actively engage with a real-work scenario throughout the course, practice each of the steps in the coaching process, and plan to apply your approach back on the job.

Benefits for the Coach
- Better understand the reality of the people you coach
- Build trust and mutual respect
- Open up new possibilities
- Gain commitment to desired future
- Enhance communication skills
- Increase confidence in the ability to coach

Benefits for the Individual Being Coached
- Explore issues in collaborative and creative ways
- Discover new possibilities
- Create opportunity for open and honest conversations
- Experience increased personal and organizational support
- Provide opportunities to stretch capabilities
- Enhance personal commitment to responsibilities

Benefits for the Organization
- Increase engagement of employees
- Create a culture of coaching
- Reduce employee turnover

What You’ll Learn
• Understand your coaching capabilities through a coaching assessment
• What coaching is and is not
• Apply and practice the four-step Coaching Process (Initiate, Clarify, Explore, Act) in a real work situation
• Create an environment of mutual respect and trust
• Use questioning techniques to better identify the coaching topic
• Gain commitment from employees on the coaching topic
• Actively listen to solicit information and increase employee comfort
• Engage in non-judgmental questions with employees to open up new possibilities
• Check and challenge your/your employees’ assumptions to overcome barriers and blind spots
• Promote brainstorming to discover alternatives, new frames of reference, and ways forward
• Reframe problems to overcome old frames of reference and limiting beliefs
• Select alternatives for the way forward
• Overcome resistance to new ideas and stretch personal capabilities
• Contract a mutual agreement of accountability for the way forward
• Follow up effectively on progress toward the desired future
• Apply this practical learning in the workplace immediately
• Seek feedback on coaching skills

Who Needs to Attend

Leaders at all levels: vice presidents, directors, managers, supervisors, team leaders, peer coaches, project managers and anyone who wants to be more effective and creative as a leader and contributor

Prerequisites

Prework for this course should be completed one week in advance and brought to class.
COACH.COACH.COACH. - LEADING WITH IMPACT

Course Code: 8623

| CLASSROOM LIVE | $995 CAD | 1 day |

Classroom Live Outline

1. What Coaching Is and Isn’t
   • Coaching in a large group environment

2. The Business Case for Coaching
   • Three benefactors to coaching
     ◦ The person being coached
     ◦ The coach
     ◦ The organization
   • Coaching in your organization
   • Difference between feedback and coaching

3. A Coaching Mindset
   • Conversation is a coaching mindset

4. Best Coaches
   • Identifying certain skills, attitudes, and mindsets of the best coaches you have experienced

5. The Coaching Process
   • Four steps

6. Step 1: Initiate focuses
   • Creating mutual respect and trust
   • Identifying the presenting topic
   • Gaining commitment to proceed

7. Triad Role Play

8. Video
   • Identify the three key actions of Step 1
9. Step 2: Clarify Focuses
   • Listening actively
   • Asking non-judgmental questions
   • Checking for assumptions

10. Individual Exercise
    • Assessing how easy it is to be present, curious, and non-judgmental

11. Active Listening Exercises
    • Importance of improving active listening skills using pre-work assignment

12. Non-Judgmental Questions
    • Reworking judgmental questions into non-judgmental questions

13. Check for Assumptions Reflection
    • Assumptions you might be making when coaching

14. Triad Role Play

15. Video
    • Identifying the three key actions

16. Step 3: Explore Focuses
    • Reframing
    • Searching for alternatives
    • Selecting alternatives

17. Reframing
    • Powerful questioning technique

18. Search for Alternative and Select Alternatives
    • New ways forward and help employees select the best ideas based on fixed or non-negotiable criteria

19. Resistance Exercises
    • Overcoming resistance

20. Video
    • Identifying the three key actions

21. Step 4: Act Focuses
    • Establishing next steps
    • Establishing accountabilities
    • Following up

22. Lecture and Large Group Discussion
    • Ensuring mutual agreement of accountabilities and next steps

23. Ideal Follow Up Exercise
    • What does an ideal follow up look like?

24. Video
    • Identifying the three key actions
25. Triad Role Play

26. Coaching Mindset
   • How has your coaching mindset shifted?

27. Action Plan
   • Planning for your coaching conversation using the Coach. Coach. Coach. worksheet
Virtual Classroom Live Outline

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PRIVATE GROUP TRAINING 1 day

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