

Coaching Essentials (Tier 1)

1/2 Day

Description

As a leader in your organization, you are expected to help people meet or exceed expectations and to help ensure productivity and profitability for the organization. Coaching is a leadership tool that is effective in improving performance and contributing to the goals of the organization. In this course, you will explore the benefits of coaching, coaching approaches, how to develop an action plan, and methods for ensuring the coaching process is successful.

Prerequisites

- None

Objectives

- ✓ Establish the coaching relationship.
- ✓ Identify methods of conducting the initial coaching conversation.
- ✓ Execute an action plan.

Establishing the Coaching Relationship

Observe Performance Before Beginning to Coach

Benefits of Coaching
The Coaching Process
Performance
Opportunities for Establishing a Coaching Relationship
How a Coach's Assumptions Shape Observations
How to Observe Performance Before Beginning to Coach

Initiate the Coaching Relationship

Gather Performance Data
How to Initiate the Coaching Relationship

Conducting the Initial Coaching Conversation

Practice Active Listening Skills

Active Listening
Types of Questions
Reflective Statements
How to Practice Active Listening

Determine the Coaching Approach

The Direct Approach to Coaching
The Confrontational Approach to Coaching

The Collaborative Approach to Coaching
The Educational Approach to Coaching
The Motivational Approach to Coaching
Other Coaching Approaches
How to Determine the Coaching Approach

Have the Initial Coaching Conversation

Coaching Conversation
Established Goals
The Importance of Buy-In
How to Have the Coaching Conversation

Executing the Action Plan

Create the Action Plan

Action Plan
How to Create the Action Plan

Modify the Action Plan

Monitor the Action Plan
The Modification Cycle
Reasons Why the Plan May Need Modification
How to Modify the Action Plan

Recognize that Goals Have Been Met

How to Recognize that Goals Have Been Met