

# Coaching Workshop

## Coaching for Continuous Performance Improvement

### Course Overview

#### How You Will Benefit

Coaching in organization and leadership settings is an invaluable tool for developing people across a wide range of needs. The benefits of coaching are many; 80% of people who receive coaching report increased self-confidence, and over 70% benefit from improved work performance, relationships, and more effective communication skills. 86% of companies report that they recouped their investment on coaching and more (source: ICF 2009).

Using coaching does not mean that managers should no longer direct and supervise their teams, but rather that their management style becomes more adapted to a given situation and responds better to the needs of their team members. The managers' ability to use employees' strengths and offer systematic recognition and encouragement engenders involvement, commitment and the willingness to go the extra mile.

#### Benefits of Accountability

A work environment with Coaching as part of their culture will:

- See improved performance and productivity
- Increased team development
- Facilitate improved learning
- Have Improved relationships
- Provide more time for the manager
- Enable more creative ideas
- Provide for better use of people, skills, and resources
- Have greater flexibility and adaptability to change

#### Course Objectives

This program will enable your leaders to:

- Encourage employee growth and development in everyday work through providing learning opportunities and an environment that promotes learning

- Help employees develop critical decision-making skills and greater self-reliance through being a thinking partner
- Provide feedback in a way that builds employee capability
- Handle challenging coaching situations
- Increase the return on their coaching investment

#### Key Topics Covered

- The course explores the following subjects in depth:
- What is Coaching
- Coaching: The "If ...Then "table
- Recognizing coaching opportunities
- Understanding supervisory styles
- Benefits and characteristics of coaching
- Identifying coaching strengths and developmental areas
- Two types of coaching discussions
- Coaching traps to avoid
- The performance cube
- Coaching styles
- Factors influencing performance
- Essential coaching communication skills
- Feedback guidelines when coaching
- Elements of active listening
- Personal listening profile

#### What the Course Offers

- Experiential learning setting
- Opportunity to learn from others while applying the concepts in a risk-free environment
- Complete set of materials including participant guide and classroom videos
- Self-assessment on your Personal Listening Profile