

Course Title	Coaching For Success <i>Growing People... Getting Results</i>
Description	Coaching For Success is a proven and practical approach to help managers develop the awareness, comfort level and skills needed to coach effectively and with confidence. Coaching is a core competency in today's high performing workplace, yet most supervisors and managers have had little or no training in effective coaching. Managers develop the skills needed to coach their people for success.
Who Should Attend	Managers, Supervisors, Team Leaders, Coaches, and anyone charged with performance coaching
Purpose	Coaching For Success transforms managers and leaders from bosses to coaches by giving them the tools and methods to successfully coach their people. Managers learn proven and practical coaching skills that convert mediocre employees into stellar performers.
Objectives	Participants in this workshop will: <ul style="list-style-type: none"> <input type="checkbox"/> Recognize the difference between coaching, mentoring, counseling <input type="checkbox"/> Understand the five key roles of coaches and when to use each <input type="checkbox"/> Learn how to coach and reward good behavior <input type="checkbox"/> Develop questions that focus on solutions rather than problems <input type="checkbox"/> Learn how to redirect inappropriate behaviors and bad habits <input type="checkbox"/> Explore how to facilitate conflict situations <input type="checkbox"/> Discuss strategies to deal with tough people issues <input type="checkbox"/> Explore ways to allow for style and generational differences
How You Will Benefit	<ul style="list-style-type: none"> <input type="checkbox"/> Managers get comfortable addressing and confronting poor performance in the workplace <input type="checkbox"/> Managers learn to use a problem solving model that prompts employees to resolve their own issues and challenges <input type="checkbox"/> Managers become confident in facilitating people-conflicts between employees <input type="checkbox"/> Managers learn how to foster a positive work environment <input type="checkbox"/> Managers learn how to coach for success
Agenda	Coaching Definition and Philosophy Growing People, Getting Results 4 G Coaching Model The Coaching Process: Roles and Skills Coaching to Individual Differences Coaching Roles <ul style="list-style-type: none"> <input type="checkbox"/> The Coach as Confidant (Mentor) – Coaches discover how to help their coachees solve their own challenges by asking solution-focused questions. The focus of this role is on building trust and developing confidence in team members to perform on their own. <input type="checkbox"/> The Coach as Cheerleader (Encourager) – Learn to recognize good behavior and performance, and know what to say in response. Discuss and discover why it is easy to overlook good performance and results, and commit to encourage good behaviors.

	<ul style="list-style-type: none"> □ The Coach as Corrector (Re-director) - Learn to re-direct the performance of a team member who is not doing things correctly or is not getting the desired results. Keep the focus on the behavior and the outcomes, not on the person. Discover how to handle the tough people situations that involve bad hygiene and bad habits. □ The Coach as Challenger (Confronter) – Learn to work with team members who are headed down a “dead-end road”. Focus on the consequences of their behavior, and the process for resolving the issue or dismissing the employee. □ The Coach as Co-Facilitator (Conflict Manager) – Learn how to facilitate conflict between two team members without accepting responsibility for their issues. Practice a time-tested formula that will help them take responsibility for their own solutions. <p>Coaching Skills</p> <ul style="list-style-type: none"> □ Asking Questions Effectively – Practice three specific skills related to good questioning techniques: 1) Asking open-ended, solution-focused questions, 2) Pulling out specifics, and 3) Digging out the real meaning of the communication. □ Listening Effectively – Practice three skills of listening: 1) Acknowledging the speaker, 2) Paraphrasing his/her comments, and 3) Empathizing without necessarily agreeing. □ Giving Effective Feedback – Practice four skills of effective feedback: 1) Focusing on the behavior, not the person, 2) Telling them specifically what was done or said, 3) Giving timely feedback, 4) Allowing for individual differences.
<p>Take Aways</p>	<ul style="list-style-type: none"> □ Coaching for Success Participant Manual □ <i>Coaching For Results</i> textbook by Rich Meiss □ DiSC® Behavioral Style Profile □ Customized Action Plan □ Coaches "Play Book"