

## COACHING FOR PEAK PERFORMANCE

**LEARNING FORMATS:** CLASSROOM (onsite and public), VIRTUAL, & WEB COURSE

Effective coaching is one of the most important drivers of team member performance. Whether leaders are guiding people toward success in new or challenging situations, or helping people improve or enhance their work performance, their ability to coach and provide feedback makes the difference between mediocrity and high performance.

By helping learners understand the importance of three coaching techniques and how to effectively handle both proactive and reactive coaching discussions, this course helps leaders have more effective and efficient interactions.

### DO YOU FACE ANY OF THESE ISSUES?

- > Are your leaders missing opportunities to provide individuals with coaching to ensure success or improve work performance?
- > Do leaders spend their time getting individuals back on track instead of setting them up for success?
- > Do leaders fail to follow up with people they have coached or set responsibility for measuring results?

### PERFORMANCE OBJECTIVES

#### Helps leaders:

- > Increase the agility and impact of their coaching.
- > Make the most of each coaching opportunity.
- > Provide input to help team members gain timely insights into their work.
- > Enhance the confidence and competence of their staff on an ongoing basis.
- > Build an engaged workforce that feels challenged and valued.

### PRIMARY COMPETENCY DEVELOPED

- > Coaching

### SECONDARY COMPETENCIES DEVELOPED

- > Communication
- > Gaining Commitment

### COURSE OVERVIEW

- > **What Is Coaching?:** Facilitator shares the definition and characteristics of both proactive and reactive coaching. Learners are divided into two teams to debate the impact of each type of coaching on people, productivity, and profitability. After reviewing the three types of coaching and thinking about where they spend most of their time, participants identify and record their own coaching situations.
- > **Interaction Essentials and Coaching Techniques:** Learners engage in a competitive quiz on their knowledge and understanding of the Interaction Essentials in the context of proactive and reactive coaching. They learn about and explore the coaching techniques in more depth by rotating through three self-discovery learning stations.
- > **Case Study Coaching Situations:** A case study is introduced in which a leader is preparing for two different coaching situations - one proactive and the other reactive. Participants watch a video of a leader conducting a proactive coaching situation and provide the leader with STAR feedback. Learners provide advice to the same leader, who is now preparing for a reactive coaching discussion. Participants watch the leader use the skills and then provide feedback.
- > **Skill Practice:** Learners prepare for and conduct three rounds of skill practice using their own coaching situations.
- > **Closing Reflections:** Working individually, participants reflect on how they will apply what they have learned on the job and outside of the workplace. Learners share their responses with the large group and the facilitator highlights any patterns that emerge.

### VIDEO SEGMENT SUMMARIES

- > **Setting the Course:** A leader conducts a proactive coaching discussion with his team member using the Interaction Essentials and the Balance Seeking and Telling coaching technique.
- > **Getting Back on Track:** The leader uses the same skills and techniques, but with a different focus, as he conducts a reactive coaching discussion with another team member.

### COURSE DETAILS

- > **Target audience:** Informal, frontline and mid-level leaders.
- > **State-fundable:** Yes (onsite and public only).
- > **Course length:** 4 Hours (onsite); 3.5 hours (public); 3 hours (virtual), 2 hours (web)
- > **Facilitator Certification:** Certified facilitator required.
- > **Prerequisites:** Communicating for Leadership Success.
- > **Optimal Group Size:** 8 to 16. 20 maximum.
- > **Course Prep:** None.
- > **Notes:** Session 3 of 5 in the Leadership Academy. Suitable for all environments; however, an industrial and healthcare version is available. Onsite training available in Spanish.

### OTHER COURSES TO CONSIDER

- > Addressing Poor Performance
- > Advanced Coaching
- > Delegating with Purpose
- > Executing Strategy at the Frontline