



## Coaching For Results

ONE or TWO DAY WORKSHOP

*"The techniques learned in this workshop are invaluable. The coaching approach outlined is real-world fused with respectful employee-centered communication".*

Provincial Government Team Leader, British Columbia, Canada

### **Description:**

This workshop is designed to help participants understand and practice the concepts and elements of coaching in today's workplace environment.

Geared to the needs of managers and supervisors, participants in this one-day session will be guided through a series of real-world exercises and strategies that will help them work through challenging situations with the goal of identifying and responding appropriately to coachable opportunities. Topics include understanding various coaching styles, and the effectiveness of formal and informal coaching and performance management concepts.

### **Objectives:**

Upon completion of this topic area, participants will return to work and be able to:

- Apply a practical Coaching Model
- Build relationships based on trust and respect
- Recognize and capitalize on coaching opportunities in day-to-day situations
- Leverage the strengths of your coaching style and flex it as needed
- Facilitate meaningful and productive coaching sessions
- Identify the root causes of performance gaps and resolve them
- Give effective feedback
- Develop collaborative action plans that improve results

### **Agenda:**

#### Coaching Introduction

- Participants will be introduced to the fundamentals of coaching
- Participants will complete a Coaching Self-Assessment questionnaire, interpret the results and set personal learning goals for the workshop.
- Participants will examine a practical Coaching Model

#### Building the Relationship

- An in depth module that looks at building the coaching relationship, actions that build trust, planning for success and how to recognize and respond when trust is broken.



#### Assessing Performance

- Participants will be led through a series of discussions and exercise that focus on the coaching checklist, tools to assess performance, the observation/communication model, root causes of performance gaps and more.

#### Flexing Your Coaching Style

- Participants will be led through a series of discussions and exercise addressing coaching style self-assessment and coaching style profiles.

#### Facilitating the Coaching Discussion

- Participants will explore and practice high gain questions, active listening, giving feedback, offering constructive criticism, action planning and performance gap analysis.

#### Action Planning

- Specific discussion on how they will apply what was covered back on-the-job and what support they will need from each other and their Managers.