

Coaching for Success: Delivering Business Goals while Developing Social Capital

Acquiring, practicing and developing an effective coaching strategy in today's fast-paced global working environment

Leadership is built over time in relationship with others. A key characteristic of leadership is the ability to coach employees on how to meet business objectives while simultaneously developing interpersonal relationships or social capital. The art of coaching is a skill that can be learned and applied.

The Coaching for Success: Delivering Business Goals while Developing Social Capital workshop provides the platform for learning, practicing and developing an effective coaching strategy for managers in today's fast-paced global work environment. Through the use of proven models, tools, and practical role-plays participants walk away from the workshop with clarity and confidence in their coaching capacity of others.

On completion of this workshop participants will be able to:

- ◆ **Evaluate** the return on investment of coaching
- ◆ **Clarify** the difference between coaching, mentoring and managing
- ◆ **Develop** a strategy for a coaching relationship
- ◆ **Apply** a research-based coaching model for coaching relationships
- ◆ **Utilize** a model for giving constructive behavioral feedback
- ◆ **Build** and maintain current and future coaching relationships

Our training workshops are thoroughly researched and structured to provide intense and intimate practical training to your organization.

- ◆ Combination of educational presentations and case studies, productive in-session assignments and participant collaboration to provide actionable learning
- ◆ Strictly limited numbers to allow for greater interaction and one-on-one interaction with the trainer
- ◆ Detailed pre-workshop questionnaires to allow you to tailor the programme to address your individual concerns
- ◆ Hard copies of presentation materials and tools

Pre-workshop questionnaire

To ensure that you gain maximum benefit from this workshop, a detailed questionnaire will be sent to you to establish exactly what your training needs are. The completed forms will be analyzed by the course trainer. As a result, we ensure the course is delivered at an appropriate level and that relevant issues will be addressed. The comprehensive course material will enable you to digest the subject matter in your own time.



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DAY ONE *(can be tailored to your organizational needs)*

Session One: Interactive Discussion: Defining Coaching - Setting the stage

- Understanding the purpose and Return on Investment (ROI) of Coaching
- Differentiating between coaching, mentoring and managing
- Engaging different models: Assessment, Challenge and Support Coaching Model
- Learning a model on giving and receiving feedback in a coaching relationship

Coaching Practices: Simulations and Experiential Activities

Session Two: Interactive Activity: “What must exist for a coaching relationship to be successful?”

An interactive dialogue between participants will be conducted to assess critical coaching behaviors used in successful coaching relationships. Participants will be challenged to reflect upon past, present and future coaching relationships along with finding an executive coach for their own development.

- Top 10 coaching characteristics and behaviors cited by Fortune 500 executives will be offered
- A gap analysis will be conducted to assist participants in addressing developmental coaching behaviors
- Application of effective behaviors will be made to a current coaching relationship

Session Three: Coaching Feedback: Using a coaching feedback model to improve coaching style

Participants will gain awareness and practice on an effective coaching model (e.g., assessment, challenge, and support). A feedback model will be utilized to enhance capturing and sharing specific and observable behaviors.

- Interactive role-plays with real life scenarios (e.g., coaching an underachieving staff member, a direct report who did not receive a promotion)
- Practice in giving and receiving face-to-face constructive feedback
- Application to each participant’s workplace will be made with the models and role-plays

Session Four: Engaging in experiential coaching and problem-solving experiences

An experiential simulation will be used to challenge participants to consider their own coaching behaviors. This simulation will involve communicating and executing a vision about a timed task where half the group is blindfolded.

Opportunities to receive feedback on coaching behaviors will be provided.

- Application of a model highlighting how to give effective constructive behavioral feedback
- Highly interactive and engaging activity
- A debrief will be conducted to highlight lessons learned about effective coaching practices

DAY TWO

Session One: Interactive Discussion: Implementing the Coaching Strategy

- Setting expectations for the coaching relationship
- Establishing interpersonal working agreements between coach and coachee
- Determining key stakeholders for coaching relationships
- Developing a step-to-step strategy for coaching an immediate direct report
- Motivating and inspiring the coachee to success

Coaching Practices: Simulations and Experiential Activities

Session Two: Establishing successful coaching expectations and agreements

Best practices for setting expectations, agreements, and e-coaching strategies between a coach and coachee will be offered. An assessment on coaching styles offering personal feedback for each participant will be provided to learn the importance of how to successfully manage the coaching relationship.

- Coaching style assessment with guidebook strategies will be given to each participant
- Group session to explore coaching tools you can use to create insights
- Learn more about yourself and how to adapt your coaching style to fit with different styles and circumstances

Session Three: Coaching role-playing: Customized role-play to enhance learning experience

Participants will assess key stakeholders for their workplace coaching process and strategize creative solutions to build commitment for their particular coaching relationships. A personalized role-play will be practiced and observed with the opportunity to ask for targeted feedback and advice.

- Simulation-based learning customized to relevant organizational challenges and targeted learning objectives
- Opportunities to prepare for various real-life coaching situations (i.e., business related decisions, strategic trade-offs, delivering negative feedback, managing conflict, delivering difficult messages, etc.)
- Multiple opportunities to practice and observe coaching with peers along with receiving instructor-led feedback
- Developmental coach planning worksheet provided

Session Four: Strategy planning for take-home application

Participants will build a results-driven, step-by-step developmental plan for immediate application incorporating the models, tools, and activities learned and experienced in the course. Participants will be challenged to find a coach for their own development along with techniques on finding a coach.

- Leadership networking opportunity to build relationships for follow up after the course
- Peer discussions will be leveraged to capture best practices for success
- Facilitator feedback provided on each participant’s detailed strategic plan to address their coaching behaviors