



The Coaching Skills Workshop

The impactful skills building workshop designed to teach team leaders and team members critical Coaching Skills to facilitate powerful partnerships in the workplace. Turn empowerment and Total Quality into more than just words. Learn the skills to make them happen.

Brought to you by:
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Building Partnerships in the Workplace

Why a Workshop on Coaching Skills?

**Total Quality Management.
Continuous Improvement.**

Effective organizations embrace these ideals. Effective leaders practice the skills it takes to make them a reality.

Being the champion among organizational peers means involving everyone in achieving the organization's objectives. Inviting all members of the team to work as partners can be done by changing organizational structure, policies, and reward and promotion systems. But sooner or later, people have to start doing something differently. They have to start communicating more like a coach.

COACHING:

A discussion process between members of an organization - team leader to team member, team member to team member, or team member to team leader – aimed at exerting a positive influence on the behavior, performance or awareness of areas for improvement or career development of another person. The regular process of building partnerships for continuous improvement.

The change to partnership communication is critical to success in today's competitive environment. Leaders tell us that, while they recognize this need, they lack some of the skills to lead without controlling. The goal of the Coaching Skills Workshop is to strengthen skills in maintaining accountability for results without creating defensiveness.

Those who have experienced the workshop say that they now have a practical road map for communicating to solve problems, motivate for continuous performance improvement, and lead. They feel confident maintaining control as they let go.

The Coaching Skills Workshop initiates measurable change toward greater team involvement, empowerment, and quality improvement, while it strengthens the skills of leaders in partnership communications.

***Sooner or later people have to start doing something differently.
They have to start communicating more like a coach.***

What Participants Will Learn

How-to-skills which will give participants the tools to:

- ❖ maximize team member performance by using a highly effective coaching tool – the Eight-Step Coaching Model.
- ❖ motivate team members to make the changes needed to improve performance, focus on job priorities, and actively seek out new opportunities to contribute more.
- ❖ inspire people to become more creative and empowered.
- ❖ conduct developmental, motivational, and non-performance related coaching sessions on a regular basis.
- ❖ help people accept, adjust to, and acquire ownership of changes in business directions (quality, customer focus and business flexibility).
- ❖ build a positive and supportive working relationship with team members.
- ❖ resolve differences, team member resistance, and excuses.
- ❖ prepare and plan for a coaching session.
- ❖ get better results while being less controlling, with fewer edicts and more collaboration.

Learn to coach for problem-solving, career development, performance management, motivation, and empowerment. Coach leader to team member, peer to peer, and team member to team leader.

What Participants Will Receive

- Comprehensive participant manual
- Hardbound copy of *The Coach: Creating Partnerships for a Competitive Edge*, by Steven J. Stowell, Ph.D. and Matt M. Starcevich, Ph.D.
- Pre-workshop survey and feedback report
- Full color card depicting the Eight-Step Coaching Model
- Access to digital recording of workshop practice sessions
- Coffee mug with Eight-Step Coaching Model
- Optional Certificate of Achievement to qualify for 1.6 CEU's

Course Outline

Pre-Workshop Survey

Before attending the workshop, participants are directed to an online diagnostic instrument which will assess their current style and skill level in coaching. The instrument is completed by the participant and several team members who are familiar with the participant's coaching style. The responses are computer processed and the results are shared individually as part of the workshop. This process allows the participants to have a baseline learning tool of their coaching skills and discover the pathway better employee relations and building partnerships in the workplace.

I really like the design of the workshop. The first day you learn the skills and get to try them out. The second day is a real workout. By the end of the two days, I was anxious to try what I'd learned back at work.

*David A. Baldwin
Manager, Management Development
Abbott Laboratories, Hospital Products Division*

Day One

- What is Coaching? The role of team leader and team member as coach.
- Case 1: Assessing your coaching skills
- The Eight-Step Coaching Model
- Video illustrations of the Eight-Step Coaching Model
- Listening to Case 1 on audiotape – giving and receiving feedback
- Collaborative Coaching
- Case 2: Practicing the Eight-Step Coaching Model
- Live illustration of coaching

Day Two

- Results of the pre-workshop survey
- Focusing on your individual areas for development in coaching
- Personalizing the Eight-Step Coaching Model – group study and presentation
- Case 3: More practice
- Developmental coaching, peer coaching, coaching the coach
- Case 4: Practice, back home case
- Action planning – making the commitment to coach

How the Workshop is Offered

In-house workshops: A certified instructor conducts the workshop for your group at your designated location. Case studies are selected or designed to fit the coaching issues facing your organization.

Trainer Certification: We can train your trainers to conduct the workshop. Trainer Certification proceeds in several phases, at your site. Participant materials are then available from the Center for Coaching & Mentoring.

C.E.U. credit: Upon completion of the workshop, the participant will be issued a Certificate of Completion towards 1.6 Continuing Education Units.

How the Workshop is Taught

Partnership learning to teach partnership building, the Coaching Skills Workshop is designed to be facilitated by a “trainer-coach” who actively models the skills being developed while conducting the course. Based on the most effective methods for adults to learn behavioral skills, the program involves the participants in building the coaching skills.

The Workshop is intensely practice-based and skills-oriented. We can develop cases that address the issues facing your coaches either from our library of more than 300 case studies or, with your input, we will write custom cases for the participant practice sessions.

Participants spend 40% of class time practicing the skills they are learning in the workshop. Video and demonstrations galvanize the skills and concepts, enabling learners to put the skills to work as soon as they return to work.

To build on the base developed from attending the Coaching Skills Workshop, **Enhanced Coaching** is a follow-up workshop offered to participants. This extra step reinforces the coaching skills and process at an advanced level.

Also by the Center for Coaching & Mentoring

One-on-one coaching for emerging leaders. A personal coaching process resulting in an individualized coaching plan.

Visit our web site for Free Resources (including Leadership Quizzes and Newsletter Articles) and Interactive Courses (Developing Leadership Teams: Developing an Owners Manual and Developing the Habit of Coaching).

For more information and resources visit us at: <http://coachingandmentoring.com>

Additional Publications Available

The Coach: Creating Partnerships For A Competitive Edge

(ISBN# 978-0-916095-39-0) This book is about the Coaching Process and the basis for our 2 day Coaching Skills Workshop. The skills, behaviors, and values today's leaders need to invoke employee commitment and motivation. This is a "how-to" book with lots of specifics on what to say and how to handle different coaching situations. For our new revision the visual format has been modernized and 5 new chapters added to address repeated questions or concerns from participants in our workshop. Coaching is a skill that can be learned, if one understands and practices the process and skills described in this book. (US \$24.95 plus shipping)

Win-Win Partnerships: Be On The Leading Edge With Synergistic Coaching

(ISBN# 978-0-9652729-0-2) This book represents over 25 years of experience working with coaches and continual research on exceptional coaching values, skills and behaviors. When the crutch of authority is not available, learn how to create win-win partnerships in all your relationships. (US \$24.95 plus shipping)

Teamwork: We Have Met The Enemy And They Are Us

(ISBN# 978-0-916095-40-6) In this book you will discover the inner dimensions of how groups become teams and how group dynamics can be managed. You will add clarity to the very subtle and often subliminal concept of teamwork by watching groups from a unique perspective; as they work to meet outdoor challenges. It's not magic and there is no secret; it can be explained and put into practice by every team. Also included is our model of Team Effectiveness and a Team Effectiveness Questionnaire (TEQ) to assess team strengths and weaknesses. (US \$19.95 plus shipping)

Team Effectiveness Questionnaire (TEQ)

A fifty-one item questionnaire to assess your team's strengths and weaknesses in five areas of team effectiveness: direction, leadership, atmosphere, structure/resources, and processes. Useful for preliminary diagnosis before a team building intervention, as part of the actual intervention or, as a follow-up assessment of progress. Available in a paper and pencil format or on-line. Tabulation can be done manually or computer assisted. The Team Effectiveness Model and questions are contained in ***Teamwork: We Have Met the Enemy and They Are Us***. (US \$2.00 plus shipping)

Mentors: Bridging To The Future

(ISBN: 978-0-9652729-8-8) This book is about helping mentors implement a change process with their Partners. At the heart is articulating and defining the Partner's Potential Self and Current Self then building plans to become their Potential Self. Supportive Tools and Processes are provided the pair to guide them step by step through the journey. The emphasis is on the Mentor playing the role our research supports of guided self-discovery. (US \$24.95 plus shipping)

Confidence is contagious. So is lack of confidence. Vince Lombardi

Mentoring Partner's Handbook

(ISBN# 978-0-9652729-1-9) A “hands on” workbook that takes you and your mentoring partner through the phases of establishing and maintaining a productive and satisfying mentoring relationship. Complete set of exercises and worksheets are provided, all you do is fill in the information then dialogue with your partner. (US \$6.95 plus shipping)

Appreciative Mentoring

(ISBN 978-0-9652729-6-4) A fifty-seven page workbook with a number of suggested activities and forms. Move from “Deficiency Mentoring” to “Appreciative Mentoring.” A strength-based approach based on the assumption that our greatest opportunities for growth and improvement are represented by our strengths and passions. Help unleash existing talents and strengths instead of trying to improve on weaknesses. Coaches deal with deficits, mentors with talents. (US \$9.95 plus shipping)
your partner. (US \$6.95 plus shipping)

Learning Preferences & Targeted Mentoring

Mentoring is the oldest form of human learning. If your mentoring partner just doesn't get it when you try to explain something or offer insight—the answer may be that you each have different learning preferences. The Learning Preference Index (LPI) which is completed by both Mentor and Partner evaluates the way each learns. The pamphlet provides real examples and hands-on exercises to target mentoring activities to the unique learning preferences of the Partner. It can be used by two people or during a training program to improve mentoring effectiveness. The mentoring tool reinforces a cooperative/collaborative learning process between Mentor and their Partner. (US \$4.95 plus shipping)

Mentoring Partnership Audit

A self-scoring feedback tool which evaluates the extent to which both the Mentor and Partner engage in critical behaviors for nine areas that support the mentoring partnership. Each packet contains one audit for the Mentor and Partner, self-scoring sheets, analysis forms and suggestions for productively utilizing the feedback for a constructive planning discussion. This packet identifies strengths and the improvements needed to make the mentoring partnership relationship even stronger. (US \$3.95 plus shipping)

Mentoring: The Art Of Questioning

To mentor is to teach, to help another person learn. Ask any teacher how he or she teaches and, chances are the answer is, “By asking questions.” However questioning is not a natural skill and often the mentor assumes or is elevated by the partner to the role of “expert” and falls into a “tell” approach to mentoring. Accepting information, statements, or propositions is passive. To learn and internalize the learning requires active questioning. This pamphlet provides a proven model to help the mentor ask questions that require thinking in ten core areas. Sample questions are also given in each of the ten core areas. Using this model will also help the partner learn the skills of questioning and in depth thinking. (US \$2.95 plus shipping)

**To request publications from the Center for Coaching and Mentoring, Inc.
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