

## COACHING SKILLS WORKSHOP

**PURPOSE:** The purpose of the Coaching Skills Workshop (CSW) is to train managers to be a stronger coach when employees 1) need to lean; 2) have attitude problems; or 3) must meet new standards of performance. The workshop addresses such issues as training on new tasks, correcting errors and mistakes, persistence underperformance, coaching a team, and handling difficult employee attitudes.

**LEARNING OUTCOMES:** As a result of attending CSW participants will be able to:

- Use a standard coaching model when managing people.
- Plan a strategy to performance of employees and the team.
- Use a three step process to reduce employee conflict and tension.
- Apply a method for reducing employees with “bad attitudes.”
- Design an employee training and orientation process.
- Identify personal strengths and weaknesses as a coach.

**LENGTH:** One Day 09:00 – 16:00

**IACET CEU:** 0.55 CEU

**BENEFITS:** A stimulating use of practice sessions, application exercises, feedback, and discussion of the real-life challenges faced by the participants. Participants are able to develop strategies for dealing with their own work situations. The program can be expanded to two days to include special client needs and additional skill building.

### PROGRAM OUTLINE

TIME	TOPIC
9:00	OVERVIEW AND EXPECTATIONS <ul style="list-style-type: none"> <li>• Purpose and objectives</li> <li>• Summary of desired outcomes of participants</li> </ul>
9:15	SITUATIONS WHEN COACHING IS REQUIRED <ul style="list-style-type: none"> <li>• With individuals and teams</li> <li>• Effective coaching and coaches</li> </ul>
9:30	HOW TO COACH EFFECTIVELY <ul style="list-style-type: none"> <li>• Using the POISE method to coach</li> <li>• Key skills for effective POISE coaching</li> </ul>
10:30	<b>BREAK</b>
10:45	APPLICATION EXERCISE <ul style="list-style-type: none"> <li>• Applying the model in typical situations</li> <li>• Demonstration, practice, feedback and discussion of effective coaching</li> </ul>
12:00	<b>LUNCH</b>
1:00	COACHING PROBLEM EMPLOYEES <ul style="list-style-type: none"> <li>• Sources of employee problems</li> <li>• Diagnosis of cause and effect</li> <li>• How to handle tension and conflict</li> </ul>
2:00	COACHING EMPLOYEES TO LEARN NEW THINGS <ul style="list-style-type: none"> <li>• How people learn</li> <li>• How to be a manager coach</li> </ul>
2:45	<b>BREAK</b>
3:00	APPLICATION EXERCISE <ul style="list-style-type: none"> <li>• Applying the model in typical situations</li> <li>• Practice and feedback</li> </ul>
3:45	SUMMARY OF THE DAY'S LEARNING <ul style="list-style-type: none"> <li>• Participant's review learning from the day</li> </ul>
3:55	WORKSHOP ASSESSMENT
4:00	<b>END</b>