

MentorTraining

Corporate Computer and Soft Skills Training
Serving the Bay Area since 1987

Coaching for Leaders *Leadership Series*

Course Description:

Everyone knows that coaching is important, but few know how to best utilize their own coaching skills. This half day hands-on course describes the elements of successful coaching, and the four coaching styles. Participants will learn how to “contract” with employees for change, make requests for change, assign responsibility, follow-up, and support excellent performance.

Course Length: 3 hours, typically 9-12, or 1-4.

Course Audience: Any manager who has direct reports.

Course objectives: Participants will identify their own coaching styles, and learn how to utilize it to motivate performances from direct reports.

Course Outline:

Overview of Coaching to Change Performance

Why Coaching Matters

Motivation and Influencing Great Performance

Definitions: Coaching, Counseling, Discipline and Mentoring

Your Coaching Style

Questionnaire and Scoring

Four Coaching Styles

How to Get the Most Out of Your Style

Elements of Coaching

Simple Coaching Model

Creating a “Contract”

Questions—the Key to Coaching

Defining the Goal and Getting Buy-In

Guiding a Conversation without Taking Over

Coaching Practice and Feedback

Developing Options, Solutions, and Plans

Following-Up

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Coaching Practice

Demonstration

Practice Sessions

Critiques

Course Methodology:

Facilitators use a variety of training methods for each workshop, including large group discussions, individual work and reflection, assessments, small group discussions and exercises, case studies and simulations for role-play. Videos that are applicable will form a part of some workshops.

Customization will be based on information provided by the human resource department or the individual department prior to the workshop. These will be interactive workshops with a 40/60 split between concept/theory and practical application of skills discussed. Class size should be kept under 25, so each participant will have the opportunity to gain techniques for the types of situations they deal with or expect to deal with.

About the Instructor:

The instructor for this course has been a soft skills instructor and coach to Bay Area companies for 30 years. He is a master trainer, having delivered over 2000 training sessions and trained dozens of instructors in his career. Marty has authored a full series of managerial soft skills courses, and he specializes in communication and relationship topics.