



## DEVELOPING PEOPLE

### Learning Objectives

This engaging one day program provides leaders with the mindset, skills and tools to fully harness employee potential.

By the end of this workshop participants will be able to:

- Identify who can provide models for employees
- Assess their coaching competency
- Define the two sides of the coaching continuum
- Apply a developmental coaching model to select scenarios
- Practice a five-step performance coaching model
- Craft clear goals in order to assess others
- Effectively assess a performance issue
- Describe the three different learning styles
- Recognize the difference between coaching and teaching

## PROGRAM FLOW

### KEY CONTENT AREAS

#### Welcome

- Introduction, Learning Objectives

#### Modeling

- Importance
- Who Can Be a Model?
- Linked to Trust

#### Coaching

- What Matters
- Impact of Trust
- Coaching Competency Assessment

#### Coaching Continuum

- Developmental or Performance

#### Developmental Coaching

- Five-Step Model
- Scenarios – Why Developmental Coaching
- Appreciative Inquiry

#### Coaching Zones

#### Performance Coaching

- Five-Step Model

#### Assessing Against a Standard

- Effective Assessment
- Leslie Stone Case Study
- Setting Goals

#### Require

- Language Matters
- Consequences

#### Coaching Practice

- Trios (Performance or Developmental)

#### Teaching

- Ace Aviation Activity (Coaching vs. Teaching)
- VAK Assessment and Application

#### Workshop Close

- Job Aid
- Workshop Evaluation