



OVERVIEW

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 coach model
- Craft clear goals in order to assess others
- Effectively assess a performance issue
- Describe in 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 develop 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