

Training Workshop – Module Overview

Innesskirk's innovative "Professional Coaching Skills" provides managers with an excellent foundation and considerable practice on effective coaching and mentoring. Coaching is an exceedingly valuable management skill which often leads to long-term, positive work relationships and higher satisfaction levels for both the coach and their staff.

Coaching's result is to empower people to optimize their behavior, leading to higher retention rates, increased delegation and efficiency, job satisfaction and a positive, achievement-focused culture.

This course will provide the essential skills, behaviors and strategies to develop and implement an effective coaching plan; create a culture where coaching is an essential and consistent practice throughout your organization.

Tutorial sessions, case studies, practical exercises, presentations and syndicate work make this an interactive, hands-on course.

Workshop Objectives – Delegates Will Be Able To...

- Accept coaching assignments with confidence
- Prepare effective coaching plans
- Establish and communicate clear policies, timeline milestones and expectations
- Implement coaching for effective staff development
- Encourage, engage and inspire others
- Convey the benefits of coaching to the individual, the team and the organization

Post Workshop – IMPACT™ Program

IMPACT™ Project – Delegates identify a work-related project during the last hour of the training that will be used as a measurable indicator of successful application and implementation of the training content.

IMPACT™ Coaching – The delegates participate in custom-designed coaching sessions to facilitate the completion of their **IMPACT™ Project**. Delegates document the project's life cycle and all related issues in the provided coaching booklet.

Workshop Agenda – Day One

WELCOME

Introduction And Course Objectives

Agenda begins with the introduction of course, material, methodology and pedagogy. Instructor coordinates introduction of delegates through icebreaker activity.

The Benefits Of Coaching

Segment introduces delegates to coaching: the differences between coaching, mentoring and training; why coaching is so popular; the benefits to the organization, the coach and the coached; different types of coaching including personal, business, career, health, etc., as well as common coaching results.

The Coach – Coachee Relationship

Instructor and delegates discuss identification of coachable people, as well as personality traits and relationship that may not be good candidates for coaching. Also covered is effective development of a coach/coached relationship; requirements and pitfalls; what it feels like to be coached, as well as elements for leadership, empowerment and coaching – creating leaders through coaching.

The First Step – Self Awareness

Each delegate will learn the value of recognizing personal strengths and weaknesses: self-awareness, goal setting with your coached; the role of psychometric analysis for both coach and coached; as well as attitude, perception and maintaining energy throughout the coaching process.

LUNCH

Communicating - Questioning And Listening Skills For Coaches

Delegates learn and practice methods of effective communication, since empowering and motivating people is not always intuitive. Segment includes a focus on the importance of listening skills, practice of listening and questioning skills; sample questions to ask or avoid; and the importance of interpreting non-verbal communication in coaching.

CLOSING

Review the main points of interest of the day, identify possible work-projects, preview of day two.



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Workshop Agenda – Day Two

WELCOME

The Coaching Interview

Preparation for the coaching interview is paramount to success: time, setting, meeting frequency, resistance response, framework development, coaching contracts, goal setting and following up, as well as coaching recording and reporting results. Other elements in this segment include: building trust; confidentiality; and commonly used coaching techniques to develop skills, attitude and motivation; ten rules for effective coaching interviews and avoiding common coaching mistakes.

Team Coaching Vs. Individual Coaching

Delegates learn to coach a team of individuals towards better team performance; team roles and goals, and the team development process. Instructors review the ideal scenarios for team coaching vs. individual attention; providing effective feedback; creating positive self-reliance in the coached staff; dealing with self-limiting beliefs, and the transition from coaching to delegating.

LUNCH

Creating A Coaching Culture – The Impact Of The Leader

Segment includes the value of coaching as a way to develop a positive achievement-focused organizational culture; the keys to positive constructive cultures; and awareness of the impact of a coach on coached staff's behavior.

Qualities Of A Successful Coach

This session targets qualities of a successful coach; their effect on different coaching styles and environments, such as: call center coaching, sales coaching, career coaching, etc., including a discussion of specifics to develop a coaching-based culture.

Identification Of IMPACT™ Project

Delegates are assigned to groups and asked to identify a project which will require the use of the new knowledge and information received during the workshop. This will allow the delegates to transfer the new knowledge into skills and effective work habits.

CLOSING

Review the main points of interest for the course, deliver course administration such as: evaluation, action plan and deliver delegate certificates.

Do You Have Specific Requirements?

Tailoring For In-Company Delivery

We can run this workshop as a one, two or three day event. We can also adapt the content to meet your specific training objectives.

For more information about our In-Company specialized workshop services, email us at info@innesskirk.com to discuss your specific requirements further.



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