



## INTRODUCTION

Coaching for Performance is designed especially for professionals who have a range of experience managing people and are required to coach others. But by “coaching” we’re not talking about the twice a year “performance review”. True coaching is about how you work with and through people every day to inspire better performance. While not all managers are seemingly looking to become coaches, by developing a “coaching leadership style” participants can unleash potential in their organization.

As a highly-interactive program, Coaching for Performance engages participants in an individual and team learning experience. Participants will be challenged to learn, apply, and receive constructive feedback from the facilitator and peers.

In our 4-staged approach: **Assess, Learn, Practice and Grow**, participants will learn the fundamentals of how to coach others through a unique coaching journey for deep learning and long-term behaviour change. This blended learning pathway helps ensure that the learning ‘sticks’ by giving participants the opportunity to apply what they have learned in a relevant context.

Specific focus will be on current coaching techniques to create a high performance environment with motivated, engaged employees. It also encourages participants to build a supportive network of peers through collaborative activities. These activities include sharing common challenges, real practice and not role-playing, observation and giving constructive feedback.

Participants will have time to build self-awareness, practice, and create action plans they can apply on the job, immediately after completion of this program.

### Learning Journey

Coaching for Performance is delivered in four sequential stages:

- Assess: “What’s My Coaching Style” online assessment prior to training
- Learn: In-person experiential training
- Practice: On-the-job application (real-time and practical assignments)
- Grow: One-to-one coaching sessions

### Program Objectives

This program is designed to teach you how to:

- Transition your coaching process into a dynamic and engaging experience
- Establish a coaching environment: make it safe to develop authentic coaching relationships
- To objectively assess elements of a customer contact and calibrate to ensure intra-coach consistency
- Develop a focused coaching plan that inspires others to act; get commitment from your employees

### Highlights You Will Learn

- Appropriately adapt your coaching style so communication with employees is optimal
- Questioning techniques to create employee ownership of their own performance
- Meaningfully measure and communicate performance improvements by guiding the employee into providing their own feedback and committing to their own improvement
- The ‘positive coaching’ process and meeting
- Manage employee reactions to the coaching process by constructively conveying feedback for continuous improvement
- How to handle those difficult coach/employee conversations
- How to effectively motivate and coach your low performers
- How to coach your best performers to perform even better

# COURSE OVERVIEW

## QUICK FACTS

### Who Should Attend?

This program will benefit Managers, Supervisors, Team Leaders, and others who want to practice their coaching skills to be more effective. It is also ideal for team members who want to increase coordination, communication, and collaboration to enable increased productivity.

### Number of Days

1 Full-Day

### CCSP® Designation Qualified Course

Yes

### Training Format

Our interactive and engaging workshops leverage adult learning principles to ensure sustainability of training. Our training approach is comprehensive, engaging and designed to enable a productive and inspiring experience for participants. This is accomplished by embedding select training techniques, including but not limited to:

- Team Building Activities & Breakout Sessions
- Self-Assessments & Quizzes
- Client-Specific Role Plays
- Case Studies Materials and Resources

## Practice

Embedded in all modules are interactive classroom based activities which are highly relevant and help to foster the transfer of learning.

## Real-World Learning

To extend the transfer of learning beyond the classroom, our expert facilitator will administer practical assignments following the in-person training session. These assignments are designed to apply key concepts and learnings in the context of your working environment. Assignments will be discussed and reviewed in the individual coaching sessions.

## Grow (Individual Coaching)

To deepen the learning and create lasting behavioural change that will ensure long-term success for the programme, high potential candidates receive one-to-one coaching from one of our executive coaches. The individual coaching sessions focus on developing and strengthening the skills learned in the workshops and embedding them into daily leadership and coaching.

# SUGGESTED COURSE CURRICULUM



## Module 1.0 – Style Self-Awareness Assessment (Pre-Training)

A pre-training assessment to activate your thinking and to identify individual coaching styles, techniques, strengths and gaps.

- Your role as a coach - what you value and what you find challenging
- Identifying your style strengths and areas for development
- Identify personal preference for one of four behavioral styles
- Develop an awareness of personal behavior patterns
- Learn how one is viewed by those he or she coaches
- Create an action plan to immediately apply in the workplace



## Module 2.0 – Coaching Fundamentals - Learn (In-Person Training)

This module introduces the foundational coaching skills and techniques that are essential to building high performance teams.

- Understand what is coaching and what is not
- Understand the importance of coaching from multiple perspectives
- Reflect on your capacity as a coach, manager and employee
- Introduction to the GROW Model and SMART goals



## Module 3.0 – Creating a Coaching Environment

This module outlines the environmental and emotional factors that create a foundational coaching environment.

- Creating a coaching culture – attitudes, behaviours and emotions
- How to build trust and rapport with your employees and co-workers; assess your level of trust and build strategies to enhance that trust
- How to motivate others and engage other styles while leading and coaching



## Module 4.0 – Understanding Others

Piggybacking off the Coaching Style Assessment, this module leverages individual learning's from that and applies it to group interactions.

- What to observe when identifying others' styles
- How the styles communicate with each other: alliances and conflicts
- Guidelines for how to adapt to other styles without losing your own identity
- Consider your coachees' communication style, and gain strategies for improving communication with them



This program is can be delivered on-site and customized to your specific needs.

**Contact us for details.**

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# SUGGESTED COURSE CURRICULUM



## Module 5.0 – Coaching Conversations

Learn the tools and strategies to effectively conduct powerful and engaging coaching sessions which motivate employees to take responsibility for their performance management.

- How to use the GROW model to structure your conversations
- Assess your listening and learn
- Active Listening techniques
- Uncover the power of strategic questioning to shift the conversation towards visioning and action
- Close out the conversation by gaining commitment for accountability and action



## Module 6.0 – Communicating With Tact

Learn to communicate with purpose and confidence, while creating an inclusive, safe environment.

- Develop greater self-awareness around your communication style and preferences
- Learn the core communication approaches and impacts
- Understand what makes it challenging for you to deliver messages with tact
- The importance of having a positive communication intent
- “Framing” your message tactfully: guidelines and techniques



## Module 7.0 – Building Lasting Relationships

This module teaches participants what it takes to ensure lasting coach/mentee relationships are built.

- Understand the importance of follow-ups in coaching relationships
- Monitor and acknowledge performance
- Learn strategies and techniques to ensure highly collaborative relationships are being created
- Create follow-up plans that are transformational versus transactional, which emphasize strengths, reduce internal interferences and empower people
- Personal action plan



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