

# **Coaching and Counseling Professionals - 1 Day**

## ***Ways To Turn Average Employees Into Productive Owners***

***Course Description:*** This one-day course will give each participant basic skills for increasing performance and reducing behavioral concerns through coaching and counseling. This course will include practical, focused techniques to increase productivity of staff as well as real world advice for changing behaviors. Skills such as equipping, nurturing, and confronting will be examined with numerous examples for application.

### ***Course Objectives:***

- Discuss definitions of a coach
- Analyze qualities of a coach
- Explore dinosaur management compared to coaching
- Model the shifting from one style of management to coaching
- Create values for successful coaching
- Formulate steps in the coaching process
- Explore the seven questions to ask during coaching events
- Model getting prepared for a face-to-face
- Identify and confront unsatisfactory performance
- Determine which behavior or performance to examine first
- Evaluate ten stages of one-on-one coaching
- Choose behaviors to change in one-on-one sessions
- Explain characteristics of successful coaching
- Identify how to disagree agreeably
- Formulate types of intrinsic and extrinsic motivation
- Analyze common coaching mistakes
- Utilize coaching along with performance reviews
- Assess when to use policy and procedures
- Evaluate documentation procedures for a coaching session

# Coaching and Counseling Professionals - 2 Days

## *Ways To Turn Average Employees Into Productive Owners*

**Course Description:** This two-day course will give each participant the skills to increase performance and reduce behavioral concerns through coaching and counseling. This course will include practical, focused techniques to increase productivity of staff as well as real world advice for changing behaviors. Skills such as equipping, nurturing, and confronting will be examined with numerous examples for application. The participant will be able to identify the coaching methods, as well as understand numerous ways to approach a person for the purpose of turning around the employee.

### **Course Objectives:**

- Discuss definitions of a coach
- Analyze qualities of a coach
- Explore dinosaur management compared to coaching
- Model the shifting from one style of management to coaching
- Create values for successful coaching
- Participate in four methods of coaching
- Formulate steps in the coaching process
- Explore the seven questions to ask during coaching events
- Model getting prepared for a face-to-face
- Identify and confront unsatisfactory performance
- Create coaching agenda for first session
- Predict pitfalls when coaching others
- Determine which behavior or performance to examine first
- Evaluate ten stages of one-on-one coaching
- Choose behaviors to change in one-on-one sessions
- Explain characteristics of successful coaching
- Identify how to disagree agreeably
- Formulate types of intrinsic and extrinsic motivation
- Measure the success of the coaching program
- Analyze common coaching mistakes
- Utilize coaching along with performance reviews
- Assess when to use policy and procedures
- Design a sample coaching program customized for individual employees
- Formulate a sample coaching, counseling and mentoring program
- Equip supervisors or managers who coach others
- Evaluate documentation procedures for a coaching session