

# High-Impact Coaching

## (2 day training + 1 day follow up session)

### The team will have an opportunity to:

- Learn and practice powerful coaching skills that can be immediately applied in the workplace
- Explore specific applications of coaching that can release and develop latent skills in the team
- Learn to improve relationships and communication within teams

### Methodology:

- The workshop will be interactive, with plenty of opportunities for participants to learn by coaching each other;
- Prior to starting the training each participant will receive an account in our online platform elearning-aie.com where they will be able to complete an assessment (circa 10 min).
- After completing the assessment they will participate in groups of ten in the two-day training sessions.
- The face to face training sessions will be followed by ten small-sized lessons delivered by email each week. These reminders and exercises ensure that the learning is retained and that further progress is made when the individuals get an opportunity to apply the learning in the workplace
- Circa three months after the training session, the initial groups will receive an 1-day training session to review their progress

### Coaching Curriculum

#### Role of a Coach

- Identifying common coaching challenges
- Managing vs coaching
- Creating leverage through coaching
- Understanding different types of sales coaching

#### When to Coach

- Assessing your team with the Sales Skill Profile
- When to use coaching and when not to coach
- Other management actions to develop your team
- Using the Development Matrix

#### Developing a Coaching Mindset

- Creating a coaching culture
- Understanding the coaching approach: the 3 A's
- Leveraging the power of self-discovery
- Asking coaching questions

#### Assessing, Analyzing and Discussing Performance

- Assessing and analyzing performance gaps
- Discussing performance with your team
- Managing disagreements

#### Coaching Model

- Overview of five-step sales coaching model
- Setting coaching expectations
- Conducting productive coaching sessions
- Getting a commitment for change
- Overcoming resistance to coaching
- Allocating coaching time

#### Groups:

Min. 8 - Max 10 participants per group.

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### Line managers are increasingly expected to coach staff

The manager who becomes an expert coach increases his/her flexibility and is able to operate throughout the range of directing, coaching, supporting and delegating.

#### Coaching is about:

- Raising awareness and clarifying goals.
- Unlocking a person's potential to improve their own performance.
- Using a style of communication based on asking not telling.
- Helping a person to learn, rather than teaching them.
- Creating relationships of partnership, equality and trust.

**One to one performance coaching is the way for both individuals, teams and organizations to significantly impact the bottom line.**

By using effective questions, giving positive feedback and choosing the appropriate communication style a manager can create a team who are more aware of how they do things and are willing to take responsibility for their own performance.

The objective of this workshop is to introduce managers to a less directive management style that will help individuals and teams to become more effective.

The softer, more interactive, style of management adopted by managers with basic coaching skills improves communication, clarifies goals and enables individuals to learn to learn for themselves, thus empowering them to be more flexible and enabling them to take more personal responsibility.

**A coaching style of behavior impacts on the culture of an organization, so that those who are coached also learn to coach others.**

#### Program Materials

- Participant Workbook
- Coaching Activity Profile (Self-Assessment)
- Job Performance Wheel
- List of Powerful Questions
- Wheel of Life instructions sheet
- Sample of Values List
- Selling Skills Profile
- Development Matrix
- Coaching Plan