

# 1: Coaching to Success



## Why Attend?

Coaching skills are considered the foundation of leadership. Leaders who use powerful 'coaching' techniques have more effective staff, higher morale, and better bottom-line results than those who don't. Successful leaders use a self-directed coaching approach to help staff release their potential and take personal ownership of improvement areas and create solutions. These leaders also have high levels of retention, better customer service in their organizations, and increased productivity.

## Who Should Attend?

Executives, managers or supervisors or anyone responsible for leading others to achieve outstanding performance. Workshop is customized and can be half, one or two day program.

## Objectives

This workshop equips participants with the skills to:

- ❖ Strengthen communication skills
- ❖ Build a more collaborative environment
- ❖ Listen for other's greatness
- ❖ Understand other's thinking style to adapt
- ❖ Develop solution-focused thinking

## NeuroCoaching Model

- ❖ Context & Focus
- ❖ Thinking - Current & New
- ❖ Explore Solutions
- ❖ Action Planning
- ❖ Personal Ownership

## Learning Highlights

### Manager to Leader

- ❖ What is Coaching...Mentoring?
- ❖ Benefits of Coaching
- ❖ Understand Self & Others
- ❖ Personal Paradigm Shifts

### Powerful Collaboration Skills

- ❖ Communication Basics
- ❖ Sphere of Trust
- ❖ Ask More, Tell Less
- ❖ Listen More, Talk Less
- ❖ Problems-Solutions



### Performance Conversations

- ❖ Performance Feedback
- ❖ POP model

*"Great information that was very well delivered and the anecdotes and examples helped with understanding. The session has given me practical skills and foundational theory to help me begin to coach others in a better way".*

**Mr. B. Fung, CEO | Chairman, AON APAC**