

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-day, one day, one & half day or two-day program.

Objectives

This workshop equips participants with the skills to:

- ❖ Strengthen relationships & communication
- ❖ Unlock & develop employee potential
- ❖ Shift medium & poor performers to success
- ❖ Escalate top performers to even higher levels
- ❖ Understand self - other's thinking style to adapt
- ❖ When to coach, to mentor or do both

Coach-sulting ERA²® Model

- ❖ Entrust, building relationships
- ❖ Explore, possibilities
- ❖ Reframe thinking
- ❖ Rethink from other perspectives
- ❖ Advise in storytelling way
- ❖ Action plan to achieve success

Learning Highlights

Manager to Leader

- ❖ What is IQ & EQ?
- ❖ Coaching is & is not
- ❖ Why managers don't coach

Coaching Essentials

- ❖ Identifying employee Skill - Will
- ❖ MITS® Model to understand self & others workplace behaviors for effective coaching
- ❖ Leaders coach to motivate, engage
- ❖ Establishing trust, presence, credibility
- ❖ Listening types & skills
- ❖ Asking powerful questions



Performance Conversations

- ❖ Performance FeedForward
- ❖ Uncover gaps between expectations & results
- ❖ 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