

# Coach.Coach.Coach. - Leading with Impact (LWI-C.C.C.)

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**Course Number: 8623**

**Duration: 1 days**

## Overview

### Course Description

Coaching has emerged as an essential skill in today's business world. Applying a coaching mindset and skills will help you to become more effective and creative as a leader and contributor in your organization. And it will enable the people you coach to do the same.

In this highly participative one-day course, you will learn and practice a four-step coaching process. From starting coaching conversations, ensuring skillful dialogue and exploration of coaching topics, to overcoming resistance, you will learn the process, skills, and techniques to effectively coach to a desired outcome. You will actively engage with a real-work scenario throughout the course, practice each of the steps in the coaching process, and plan to apply your approach back on the job.

### Benefits for the Coach

- Better understand the reality of the people you coach
- Build trust and mutual respect
- Open up new possibilities

- Gain commitment to desired future
- Enhance communication skills
- Increase confidence in the ability to coach

### **Benefits for the Individual Being Coached**

- Explore issues in collaborative and creative ways
- Discover new possibilities
- Create opportunity for open and honest conversations
- Experience increased personal and organizational support
- Provide opportunities to stretch capabilities
- Enhance personal commitment to responsibilities

### **Benefits for the Organization**

- Increase engagement of employees
- Create a culture of coaching
- Reduce employee turnover

### **Skills Gained**

- Understand your coaching capabilities through a coaching assessment
- What coaching is and is not
- Apply and practice the four-step Coaching Process (Initiate, Clarify, Explore, Act) in a real work situation
- Create an environment of mutual respect and trust
- Use questioning techniques to better identify the coaching topic
- Gain commitment from employees on the coaching topic
- Actively listen to solicit information and increase employee comfort
- Engage in non-judgmental questions with employees to open up new possibilities
- Check and challenge your/your employees' assumptions to overcome barriers and blind spots
- Promote brainstorming to discover alternatives, new frames of reference, and ways forward
- Reframe problems to overcome old frames of reference and limiting beliefs
- Select alternatives for the way forward
- Overcome resistance to new ideas and stretch personal capabilities
- Contract a mutual agreement of accountability for the way forward
- Follow up effectively on progress toward the desired future

- Apply this practical learning in the workplace immediately
- Seek feedback on coaching skills

## **Who Can Benefit**

Leaders at all levels: vice presidents, directors, managers, supervisors, team leaders, peer coaches, project managers and anyone who wants to be more effective and creative as a leader and contributor

## **Prerequisites**

Pework for this course should be completed one week in advance and brought to class.

## **Audience**

## **Course Details**

### **1. What Coaching Is and Isn't**

- Coaching in a large group environment

### **2. The Business Case for Coaching**

- Three benefactors to coaching
  - The person being coached
  - The coach
  - The organization
- Coaching in your organization
- Difference between feedback and coaching

### **3. A Coaching Mindset**

- Conversation is a coaching mindset

### **4. Best Coaches**

- Identifying certain skills, attitudes, and mindsets of the best coaches you have experienced

### **5. The Coaching Process**

- Four steps

### **6. Step 1: Initiate focuses**

- Creating mutual respect and trust
- Identifying the presenting topic
- Gaining commitment to proceed

## **7. Triad Role Play**

## **8. Video**

- Identify the three key actions of Step 1

## **9. Step 2: Clarify Focuses**

- Listening actively
- Asking non-judgmental questions
- Checking for assumptions

## **10. Individual Exercise**

- Assessing how easy it is to be present, curious, and non-judgmental

## **11. Active Listening Exercises**

- Importance of improving active listening skills using pre-work assignment

## **12. Non-Judgmental Questions**

- Reworking judgmental questions into non-judgmental questions

## **13. Check for Assumptions Reflection**

- Assumptions you might be making when coaching

## **14. Triad Role Play**

## **15. Video**

- Identifying the three key actions

## **16. Step 3: Explore Focuses**

- Reframing
- Searching for alternatives
- Selecting alternatives

## **17. Reframing**

- Powerful questioning technique

## **18. Search for Alternative and Select Alternatives**

- New ways forward and help employees select the best ideas based on fixed or non-negotiable criteria

## **19. Resistance Exercises**

- Overcoming resistance

## **20. Video**

- Identifying the three key actions

## **21. Step 4: Act Focuses**

- Establishing next steps
- Establishing accountabilities
- Following up

## **22. Lecture and Large Group Discussion**

- Ensuring mutual agreement of accountabilities and next steps

## **23. Ideal Follow Up Exercise**

- What does an ideal follow up look like?

## **24. Video**

## **25. Triad Role Play**

## **26. Coaching Mindset**

- How has your coaching mindset has shifted?

## **27. Action Plan**

- Planning for your coaching conversation using the Coach. Coach. Coach. worksheet