

Course, Retreat or Speech Title:

Coaching and Development

Length:

1 – 15 hours

Objectives:

- Define coaching
- Understand different kinds of coaching approaches
- Learn how coaching can enhance the workplace
- Provide the opportunity to practice different coaching techniques

Content Summary:

- Learn how to coach employees from a wide variety of backgrounds and with different degrees of performance success (including strong, average, and poor performers)
- Consider ways to coach peers, mentors, and supervisors
- Review techniques to discover the values of the people you coach
- Discover ways to tailor your coaching skills to people's individual needs
- Learn new listening skills that will enhance the coaching process
- Give and receive effective feedback
- Learn to deliver formal and informal feedback
- Discover ways to motivate employees through a variety of methods
- Remain calm and professional in emotionally charged situations
- Learn key lessons from books written by the world famous coach, Kenneth Blanchard, including:
 - Blanchard, Kenneth H., and others. *The One Minute Manager*. Nightingale-Conant Corp., 1994.
 - Blanchard, Kenneth H., and others. *Gung Ho! Turn on People in Any Organization*. New York:: William Morrow & Co., 1997.
 - Blanchard, Kenneth H. editor. *Whale Done! The Power of Positive Relationships*. Free Press, 2002.
- Learn key lessons from Buckingham and Coffman
 - Buckingham, Marcus, and Curt Coffman. *First, Break All the Rules: What the World's Greatest Managers Do Differently*. New York: Simon & Schuster, 1999.
- Begin to develop a plan for integrating coaching skills into your workplace