



# COACHING FOR PERFORMANCE

## COURSE OUTLINE

- :: Coaching Overview
  - Coaching defined
  - Balancing coaching and mentoring
  - Benefits of coaching
  - Identifying coaching opportunities
- :: Core Coaching Skill #1: Powerful Questions
  - Benefits of asking versus telling
  - Types of powerful questions
- :: Core Coaching Skill #2: Engaged Listening
  - Good listening versus poor listening
- :: Coaching Practice: Applying Skills 1 & 2
  - Coaching with real-life examples
  - Role plays with customized scenarios
- :: Action Planning to Apply Skills

When leaders are able to effectively coach others, they have a greater ability to elicit peak performance from those with whom they work. Coaching also helps develop others' problem-solving abilities and increases ownership of solutions – thereby increasing the likelihood that these solutions will be implemented. The foundational coaching skills of asking powerful questions and of engaged listening apply in numerous situations – whether it is coaching a team member, a peer, or even one's own manager or a client.

Developing strong coaching skills allows leaders to move beyond the problem at hand to identify underlying issues, clarify goals, take appropriate action, and establish accountability. In this experiential workshop, participants will gain hands-on practice with key coaching techniques.

## WORKSHOP OUTCOMES

Participants will:

- :: Learn core coaching skills that can be applied immediately upon returning to work
- :: Understand how to balance coaching with giving advice, and when each is appropriate
- :: More easily identify coaching opportunities
- :: Be able to better surface and address underlying issues or causes of problems
- :: Better understand the benefits of coaching as a result of being coached by others
- :: Gain practice and feedback in coaching others in a safe environment

*"We were thrilled with the results of Next Step Partners' Coaching for Performance workshop. It introduced a new way for our people to support others to perform at their best and reach their goals. Our associates were energized by the relevance of the content and the atmosphere created by the facilitator. People came out of this highly interactive session able to put the new skills they learned to use immediately. The course has become part of our ongoing curriculum."*

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