

Effective Coaching Skills Knowledge Course

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Course Objectives

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The Challenging Approach

The Mentoring Approach

Chapter Two: One-on-One Coaching Sessions

Fundamental Communication Skills

Inquiry: All About Listening

Advocacy: Stating Your Point of View

Characteristics of Effective Feedback

Four Steps for Effective Coaching

Set the Stage

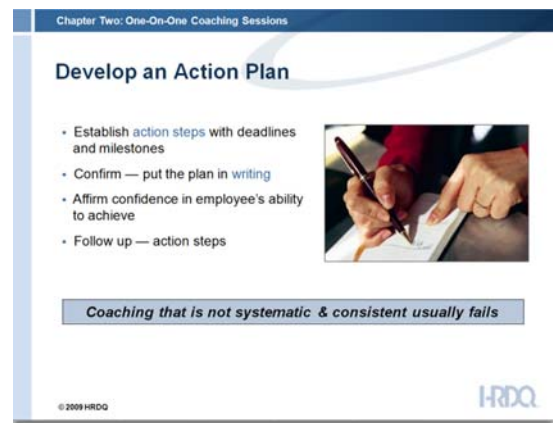
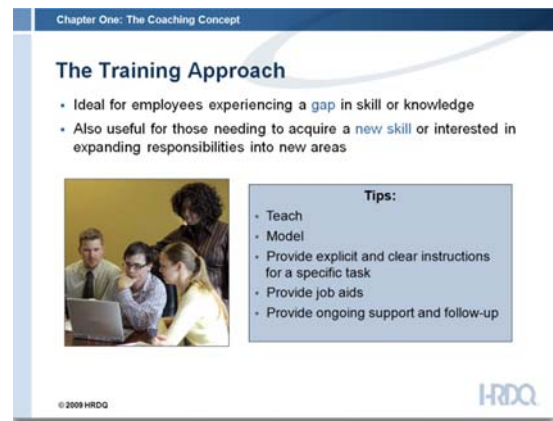
Analyze Options

Develop an Action Plan

Determine if Coaching is Successful

Handling Know-It-All Employees

Handling Unmotivated Employees



ALL TITLES ARE FULLY CUSTOMIZABLE AND CAN BE DISTRIBUTED ON AN UNLIMITED BASIS.

-- Continued--

Handling Veteran Employees

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Chapter Three: Building a Performance Improvement System

Performance Improvement System

Determine Key Results

Benchmarking

The 3 Steps to Benchmarking

Identify Best Practices

Questions for Best Practices

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Developing Trust and Mutual Respect

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Holding Employees Accountable

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Learning From Mistakes

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Conclusion

Chapter Two: One-On-One Coaching Sessions


Handling Veteran Employees

Veteran employees are full of knowledge, but may be unwilling to share their expertise

- Let them know their talents are appreciated and welcomed
- Encourage other team members to look to them for their expertise
- Ask them what else they would like to do, or what they would like to do differently



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Chapter Three: Building a Performance Improvement System

Determine Key Results


Connect employee performance to business results

- Know the specific outcomes desired by the organization
- Break those down into daily roles and responsibilities

Key results area	Priority	Current time %	Ideal time %
Example: Database Management	Medium	40%	20%

You can't be an effective coach if you don't know the key results for every job position you supervise.

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