Executive Summary

Be a Great Coach

Introduction: Coaching has become an increasingly popular and important leadership skill for developing people and maximizing their performance. This workshop provides leaders with a comprehensive understanding of coaching, and it equips them with a versatile process for coaching for growth and development.

Payoff: Participants will:

- Explore coaching as a highly effective "style of communication" for leaders
- Understand how and why coaching works
- Examine two different types of coaching (Coaching for Growth & Coaching for Improvement)
- Practice foundational communication skills for great coaching
- Learn a process for effectively coaching their teams and others for growth and development

Coaching is...the art and practice of using dialogue to shape, guide and grow another's performance.

Coaching for Growth: To raise performance to higher levels through *learning*, *developing* and *expanding capability*.

8 Key Principles for Great Coaching:

- 1. Facilitate a balanced, two-way conversation (rather than doing all or most of the talking)
- **2.** Explore the **other person's perspectives** (rather than thinking you hold all the answers)
- **3.** Focus on **asking questions** (rather than on simply telling answers)
- Create a non-threatening environment (rather than overemphasizing power, authority, or right and wrong)
- **5.** Believe that **others can change** their behavior (rather than thinking others are "fixed" or hopeless)
- **6.** Focus on **future potential** (rather than on past mistakes)
- 7. Forge agreements regarding action (rather than leaving next steps vague or assumed)
- **8. Coach continually** (rather than only at "special" times)

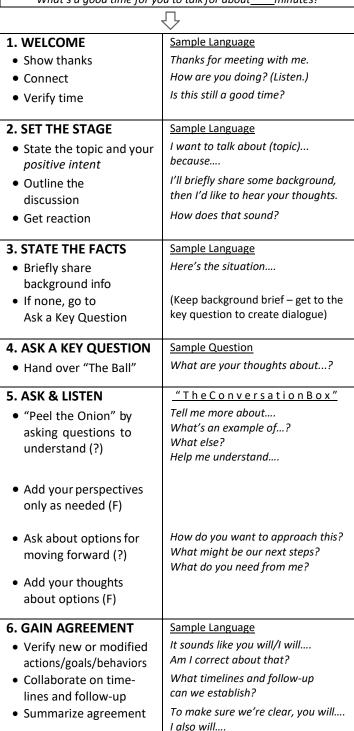


Coaching for Growth Process

INVITATION

I have something I'd like your help with.

What's a good time for you to talk for about ____minutes:



Is there anything I missed?