

# Coaching and Counseling Professionals - 1 Day

## *Ways to Turn Average Employees into Productive Owners*

*CEUs - 0.70*

**Course Description:** This one-day course will give each participant basic skills for increasing performance and reducing behavioral concerns through coaching and counseling. This course will include practical, focused techniques to increase productivity of staff as well as real world advice for changing behaviors. Skills such as equipping, nurturing, and confronting will be examined with numerous examples for application.

### **Course Objectives:**

#### **Objective 1: Discuss definitions of a coach**

- Analyze qualities of a coach
- Examine dinosaur management compared to coaching
- Show the shift from one style of management to coaching
- Create values for successful coaching
- Formulate steps in the coaching process
- Evaluate the seven questions to ask during coaching events
- Discuss getting prepared for a face-to-face
- Identify and confront unsatisfactory performance
- Analyze which behavior or performance to examine first
- Evaluate ten stages of one-on-one coaching
- Choose behaviors to change in one-on-one sessions
- Explain characteristics of successful coaching
- Identify how to disagree agreeably

#### **Objective 2: Formulate types of intrinsic and extrinsic motivation**

- Analyze common coaching mistakes
- Examine coaching along with performance reviews
- Assess when to use policy and procedures
- Evaluate documentation procedures for a coaching session

# Coaching and Counseling Professionals - 2 Days

## *Ways to Turn Average Employees into Productive Owners*

### *CEUs - 1.3*

**Course Description:** This two-day course will give each participant the skills to increase performance and reduce behavioral concerns through coaching and counseling. This course will include practical, focused techniques to increase productivity of staff, as well as real world advice for changing behaviors. Skills such as equipping, nurturing, and confronting will be examined with numerous examples for application. Participants will be able to identify the coaching methods and understand numerous ways to approach a person for the purpose of turning around the employee.

### **Course Objectives:**

#### **Objective 1: Discuss definitions of a coach**

- Analyze qualities of a coach
- Examine dinosaur management compared to coaching
- Show the shifting from one style of management to coaching
- Create values for successful coaching
- Participate in four methods of coaching
- Formulate steps in the coaching process
- Evaluate the seven questions to ask during coaching events
- Discuss getting prepared for a face-to-face
- Identify and confront unsatisfactory performance
- Create coaching agenda for first session
- Predict pitfalls when coaching others
- Analyze which behavior or performance to examine first
- Evaluate the success of the coaching program
- Design a sample coaching program customized for individual employees

- Formulate a sample coaching, counseling and mentoring program
- Identify supervisors or managers who coach others
- Analyze which behavior or performance to examine first
- Evaluate ten stages of one-on-one coaching
- Choose behaviors to change in one-on-one sessions
- Explain characteristics of successful coaching
- Identify how to disagree agreeably

#### **Objective 2: Formulate types of intrinsic and extrinsic motivation**

- Analyze common coaching mistakes
- Examine coaching along with performance reviews
- Assess when to use policy and procedures
- Evaluate documentation procedures for a coaching session