

CONDUCTOR

One-on-one relationship-based performance coaching

MODULES		KEY LEARNING OUTCOMES	ACTIVITY DESCRIPTION	
<input type="checkbox"/>	85 minutes	<p>Learn about the need for and nature of trust and relationships to create an effective coaching foundation</p>	<ul style="list-style-type: none"> Realize the importance and power of effective feedback and coaching Understand what is desired in a coach Learn the importance that relationship plays in successful coaching Understand how their actions and responses can derail coaching effectiveness 	<ul style="list-style-type: none"> Watch a brief excerpt from <i>Mr. Holland's Opus</i>, in which a teacher coaches a committed young student, followed by a debrief. With a deck of blank coaching characteristic cards, tables create their ideal coach and then debrief. Identify their personal coaching derailers and develop a strategy to overcome them.
<input type="checkbox"/>	60 minutes	<p>Learn about one's own preferred and back-up communication styles</p>	<ul style="list-style-type: none"> Learn how personal filters lead to assumptions, judgments, and communication breakdowns 	<ul style="list-style-type: none"> Sort a set of preferred communication style cards based on the <i>Interplay</i> instrument. Learn about each of the four quadrants of a communications model through team presentations and a facilitator debrief.
<input type="checkbox"/>	60 minutes	<p>Explore the impacts of conflicting communication styles on coaching effectiveness and build skill working with differing styles</p>	<ul style="list-style-type: none"> Identify barriers and find common interests on which to build stronger relationships 	<ul style="list-style-type: none"> Work in tables on real challenges the participants have with specific individuals they are coaching, using best practices and the advice of their colleagues.
<input checked="" type="checkbox"/>	65 minutes	<p>Learn how to balance directed versus guided coaching interactions and apply new knowledge in a customized skill practice</p>	<ul style="list-style-type: none"> Discover the differences between directed and guided feedback and coaching Gain comfort in applying new best practices in a realistic coaching situation 	<ul style="list-style-type: none"> Participants learn and use a coaching continuum to develop coaching strategy. Participants get into groups of three to practice coaching and provide each other with feedback on the coaching interaction.
<input type="checkbox"/>	65 minutes	<p>Learn a non-manipulative coaching model and apply new knowledge to a real-world coaching situation</p>	<ul style="list-style-type: none"> Learn a non-manipulative model for coaching interactions Master the new coaching model in a skill practice based on a real-world coaching situation 	<ul style="list-style-type: none"> After working through the non-manipulative coaching model, they identify key areas in which to inquire and share their own experience and ideas. Participants get into pairs to practice coaching a situation from their real world.
<input type="checkbox"/>	60 minutes	<p>Build skill in creating and asking high-impact questions and actively listening, and then apply new knowledge to a real-world coaching situation</p>	<ul style="list-style-type: none"> Learn and master the art of writing and deploying well-developed questions to support the coaching process around various relevant and current challenges Master the day's learnings in a skill practice based on a real-world coaching situation 	<ul style="list-style-type: none"> Using a real-life coaching situation they've identified, participants write well-developed high-impact questions to use back on the job. Participants get into pairs to practice coaching the real-world situation they identified.
<input type="checkbox"/>	30 minutes	<p>Create a coaching plan for a current performer to take back and use on the job</p>	<ul style="list-style-type: none"> Build skill in using the new coaching plan 	<ul style="list-style-type: none"> Participants create and share a real plan to take back to the job for one of their direct reports. The facilitator and their peers provide coaching and ideas.

STRATEGICALLY CUSTOMIZED

PERFORMANCE MASTERY

ABTS
Catalysts for Profitability and Growth