

## COACHING COURSE

2 Month Program

2 Days per Visit

- COACHING
  - Defined
  
- MENTORSHIP
  - Advisor
  - Expert
  
- #1 RESPONSIBILITY
  - Failure
  
- WHY COACHING IS NECESSARY
  - 6-point checklist
  - Who not to coach
  
- 3 THINGS SUCCESSFUL COACHES HAVE IN COMMON
  - Aptitude
  - Attitude
  - Resources
  
- 6 RULES OF COACHING
  - Strengths & weaknesses
  - Talent vs skill
  - Easy path
  - Effect change and growth
  - Right questions to ask
  - Accountability
  
- TRAITS OF AN EXCEPTIONAL COACH
  - Personal investment clause
  - Where to coach
  - Proactive vs. reactive
  - Effective conversations
  - Dialogue vs. monologue
  - 2 types of questions

- ART OF LISTENING
    - Listening to accomplish
    - What people want
  
  - EFFECTIVE COACH
    - Tone
    - Body Language
    - Tips
    - Questions & Statements
  
  - COACHING GUIDELINES
    - Open-Ended questions
    - Advice
    - Short, simple rule
    - Forward thinking
    - Questions & statements
  
  - EXAMPLES OF COACHING
    - Employee Initiated
    - Definition of one-on-one coaching
    - Goals of one-on-one coaching
    - Leader's role
  
  - 3 TYPES OF ONE-ON-ONE COACHING
    - Daily
    - Goal
    - When to coach
    - Key element of
    - Verbiage
    - Training rules
    - Daily Training Report
  
  - FORECAST
    - Goal
    - When to forecast coach
    - Setting goals
    - Questions to ask
    - Unacceptable responses
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- WHEN ONE-ON-ONE COACHING IS NECESSARY
  - Beginning month agenda
  - Mid-month agenda
  - End of month agenda
  
- ACTIVE LISTENING
  - Pay attention
  - Show you are listening
  - Provide feedback
  - Refer judgement
  - Respond appropriately
  - 4 “Nevers”
  
- PERFORMANCE COACHING
  - Manage performance vs. goals
  - Coach vs. counsel
  - Barriers
  
- ACHIEVEMENT COACHING
  - Goal
  - When to do so
  - When to adjust
  - Raise and lower the goal
  - Questions to ask
  - Wrong motive
  - Good dialogue
  - One-on-one rules
  - Goal Planning Log
  
- UNCOACHABLE / UNMANAGEABLE PERSON
  - Characteristics
  - 5 Car Freddy
  - Questions to ask
  - 4 goals
  - Five C’s

- NEGATIVE FEEDBACK
  - 7-point checklist
  - Empathy
  
- HUMAN BEHAVIOR
  - Dominance
  - Influence
  - Steadiness
  - Conscientiousness