

# Coaching: A Leadership Skill

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## Course Overview

Coach, Role Model, Counselor, Supporter, Guide...do these words ring a bell? Being a coach involves being a role model, sometimes a counselor or supporter, and always a guide. Coaching is based on a partnership that involves giving both support and challenging opportunities to employees. Knowing how and when to coach is an essential skill that can benefit both you and your organization. This one-day workshop will help you become a better coach in all senses of the word.

## Learning Objectives

At the conclusion of this workshop, you will be expected to:

- Understand how coaching can be used to develop your team.
- Develop the coaching skills that help improve individual performance.
- Demonstrate the behaviors and practices of an effective coach.
- Recognize employees' strengths and give them the feedback they need to succeed.
- Identify employee problems and ways you can help to correct them.

## Pre-Assignment

- Coaching Assessment

## Outline

- Introduction and Course Overview
- Defining Coaching
  - Two Schools
  - Why and What?
  - Recall
  - Coaching Skills
  - Pre-Assignment: Coaching Assessment
- Interpersonal Communication
  - What are Communication Skills?
  - Where Can I Improve?
- Non-Verbal Communication
- Self-Disclosure (Johari Windows)
- Five Critical Coaching Skills
- More on Communication
- Learning Styles and Learning Principles
- Benefits/Consequences Matrix
- Skills Involved in Coaching
- The Coaching Model
- Feedback
- Coaching Problems