

Adler Workplace Coaching Skills[®] Workshop and Tele-Labs

Workshop Format and Content

- A two day program - Coaching Skills for Executives, Team Leaders and Managers
- Three (3) one-hour follow up Reinforcement Tele-Labs
- Available in both customized and public delivery formats

The two-day classroom format Coaching Skills program will:

- Provide a conceptual framework, a focus on skills development and lots of practice in using the skills and concepts
- Develop the discipline of the “structured coaching conversation” to uncover the goals, needs and wants of the person being coached in order to enable leaders and managers to discern more effectively what is required
- Incorporate discrete coaching skills and behaviors that support different kinds of interactions, such as...
 - coaching for development
 - coaching to support an employee working through challenges
 - coaching to improve performance or customer service
 - coaching to uncover ways to work more effectively
 - coaching to support career direction
- Have participants identify specific applications back on the job, and create a personal action plan for implementation

Participants will:

- Identify the purpose of coaching and use a practical coaching model
- Recognize good coaching behaviors and opportunities for coaching
- Make the connection and distinction between coaching, managing and customer service
- Understand the coaching principles and mindset that leaders and managers need to effectively coach their team members
- Use and further develop coaching skills
- Plan how they will put coaching skills into practice to manage performance and support people development

Tele-Labs

It is our experience that workshop training programs, on their own, are not adequate to affect the behavior changes that organizations and participants desire. Tele-Labs that support the workshop:

- Provide immediate, consistent and ongoing support to ensure the greatest impact over the longer term
- Help participants resist the natural pull back to old habits
- Assist participants to integrate the learning and adopt a coaching mindset in their management activities

- Provide refresher instruction on the content of the program and a forum for discussion, practice coaching and sharing of best practices and challenges

Adler School of Professional Coaching Licensed Product

The Workshop and supporting Tele-Labs are licensed products developed by the Adler School of Professional Coaching, which is Arizona's only coaching school accredited by the International Coach Federation.

The Adler Coaching model and approach is the foundation of this training. Coaching is defined as being *fundamentally about facilitating change that will lead to desired results: facilitating movement from a current state to a more desirable future state.*

Delivery Methodology

Our classroom delivery and supporting Tele-lab approach:

- Accommodates various learning styles
- Provides adequate practice
- Is tested and proven effective
- Includes support materials such as participant manual and references
- Emphasizes organization and industry experience and environment
- Is suited to a diverse audience of leaders and management levels
- Provides support for application of learning on the job

Class size is small to enhance experiential learning. A minimum of ten participants ensures a robust learning experience, and group size is capped at twenty people. Containing the group size and providing two facilitators ensures that each participant receives the attention they need to maximize confidence and skills acquisition. Course evaluations indicate this level of attention from facilitators is valued and helps ensure the learning takes hold.

This training uses a variety of interactive approaches including:

- Experiential learning activities, including the action, reflection learning cycle – so that managers and their team members become more aware of what they are trying, what is working, and what else they can try in order to build their toolkit of approaches that will work back on the job.
- Practice activities called 'Coaching in Action'
- Case studies – customized to reflect typical coaching situations specific to the organization
- Constructive feedback for participants on their coaching skills

Participants walk away with:

- Personal action plans for implementing the Coach Approach in their work environments
- An easy to use Participant's Manual with tips and reminders to help keep their learning fresh and on track

Customizing the Workshop

This workshop is a public offering open to participants from a variety of organizations. You may wish to consider a customized offering for your organization. Customization...

- Takes into account your unique organizational context and challenges
- Connects coaching to strategic initiatives and corporate culture

- Provides practical links and references so that participants see coaching in the context of their overall roles, goals and strategic direction
- Provides means for evaluating impact and ROI

Customization is grounded in research, which typically includes:

- Interviewing a strategic sampling of knowledgeable individuals to gain greater clarity around the organization's issues, and specific insights into performance management, talent management, customer service and people development.
- Identifying specific scenarios where coaching skills are called for.
- Sending a short 1-2 page email questionnaire to a sampling of program participants to obtain an assessment of their needs and their overall strengths and developmental areas.
- Asking questionnaire participants for specific scenarios where they feel enhanced coaching skills would be beneficial.
- Immediate and intermediate term follow-up to measure impact of the training.

These interviews and questionnaires provide the information needed to customize the activities and cases for the program and also give participants a chance to provide input into the program. Individual responses are confidential. Buy in for such programs increases when participants are consulted in the development process and when they see that their input was taken into account in the design.

Design and Customization are completed by:

- Reviewing the input from the questionnaires and interviews
- Using the information to customize specific elements of the program, including framing the workshop in an organizational context and creating case studies specific to the organization
- Review and approval of Program including Participant's Manual by client organization.

Benefits

- Develops ability to identify what is important to others in order to **boost motivation and commitment to action**
- Increases **ability to influence**
- Provides tools to **overcome resistance to change**
- A powerful integrated learning experience that provides Leaders and Managers with the means to have **better conversations** and build **better relationships** with their teams and each other. This, in turn, is the catalyst for **better business results**.

Winner of the 2004 PRISM Award for Outstanding Organizational Development through Coaching, with our client Scotiabank Commercial Banking