

Coaching

1 day

Description

This ILT Series course teaches students how to establish a coaching relationship with employees, evaluate employees' personality types, and detect morale-building motivators. Students also learn about the factors that can hinder an employee's willingness to trust, and how to establish trust with the CARE process. Course activities also cover establishing coaching objectives, identifying the best coaching opportunities, and clearly and effectively communicating goals and expectations to employees. Students will also learn how to differentiate between performance goals and long-term goals, implement an appropriate reward system, and monitor employees' performance. Students learn how to use appropriate language during a coaching session, recognize factors that can distort a message, interpret employees' nonverbal communication correctly, ask the right questions, conduct effective face-to-face meetings, and confront an employee.

Prerequisites

- *None*

Course Outline

Unit 1: Fundamentals of coaching

Topic A: Coaching overview

Topic B: Coaching foundation and strategy

Unit 2: Coaching diverse employees

Topic A: Personality styles

Topic B: Trust relationships

Unit 3: The coaching process

Topic A: The coach-employee relationship

Topic B: Objectives, expectations, and goals

Topic C: Performance evaluation

Unit 4: Communication

Topic A: Verbal communication

Topic B: Nonverbal communication

Topic C: Effective questioning

Unit 5: Interpersonal meetings

Topic A: Face-to-face communication

Topic B: Productive confrontations