Coaching for Development
Help Employees Achieve their Full Potential

Course Overview

How You Will Benefit

To remain competitive, companies need to retain valuable employees, address problems that interfere with productivity, and help employees achieve their full potential. But the traditional "command and control" method of managing employees has been shown to be less effective than involving people in their own development—and the best way to do this is to guide them through improvement.

A Society for Human Resources study revealed that 55 percent of organizations use or have used formal coaching programs to aid in their employees' development. The study also showed that coaching is a good investment that can have a positive impact on an organization's bottom line.

The ability to coach helps you increase your employees' commitment and level of engagement, and helps you avoid and handle problems that interfere with working relationships and productivity. Coaching others can also make it easier for you to achieve your own goals and make you more valuable to your organization.

Course Objectives

Successful completion of this course will increase your ability to:

- Learn to discern the difference between coaching and other development strategies.
- Discover the key elements to successful coaching relationships.
- Understand the coaching process and how to apply each step.
- Identify common challenges to successful coaching.
- Discover effective strategies for managing challenges.
- Establish and maintain a successful coaching relationship with an employee.

Key Topics Covered

This course explores the following subjects in depth:

- How coaching differs from teaching, mentoring, counseling, and directing.
- Laying the foundation for successful coaching through rapport and trust.

Key Topics Covered (cont.)

- How to set specific, relevant, and achievable goals by asking the right questions.
- Creating a development plan with specific actions, a timeline, and necessary resources.
- Rewarding efforts and acknowledging small wins to encourage motivation and goal commitment.
- Strengthening relationships and ensuring goals are understood with active listening.
- Providing helpful feedback to be sure the employee is on the right track and to identify areas for improvement.
- Identifying and handling common coaching challenges.
- Evaluating the goals and situation when coaching doesn't achieve the desired results.

What the Course Offers

- Interactive learning setting
- Opportunity to apply the concepts in a risk-free environment
- Thorough set of materials: Instructor Guide, Participant Guide, classroom PowerPoint presentation, and one-page Learning Summary

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Registration Information

Participant name: _____

Department: _____

Position: _____

Email: _____

Phone number: _____

Please return this form to: