

# Coaching Skills



## PROGRAM: KEY ELEMENTS

- Improve the coaching capability
- Shift the ownership of coaching conversations to leaders
- Enable leaders to lean into difficult conversations
- Develop more accountability through conversations
- Build a culture of feedback and coaching
- Leaders investing more time in coaching

Engagement

Accountability

High-Performance

### INTRODUCTION

- Why?
- What is Coaching? Program Overview
- Impacts and Benefits
- Expectations and Engagement

### Coaching Ownership & Accountability

- Leadership Responsibility
- Coaching as a style of Leadership
- When to Coach: Coaching Situations: Business and Life
- What does success look like? Coaching behaviours
- License to Drive

### Coaching for Performance

- Performance Drivers
- The Performance Equation
- Coaching Structure
- Coaching Conversation
- Coaching Scenarios

### Coaching Skills & Difficult Conversations

- Pull – Push
- Questions for Performance
- Following more than leading
- Giving feedback
- Leaning into difficult conversations
- Guiding to empower ownership in others

### Coaching for Behaviour Change

- What changes behaviour?
- Transforming Your behaviour
- Coaching Mindset
- Coaching Process
- Coaching Tool Kit
- Coaching Scenarios
- Coaching Interviews

### Follow Up Session

- Learning review
- Engagement and Impact
- Story telling
- Reinforcing ongoing change and improvement

## WHY COACHING SKILLS

- **The cost of staff attrition** is 175% of a person's salary. People join companies and leave leaders. If People Managers are not adapting to individuals, investing time to have effective conversations, being constructive in their leadership style to empower growth and development people will leave.
- **The Great Resignation** – The current context of change, uncertainty, resilience, health issues and disruption fatigue has all led to people leaving organisations to seek something new. If People managers are having effective conversations to create clarity and focus, staff will be fulfilled, engaged and want to stay.
- **Remote Management** – We have less visibility and control managing remote teams. Balancing driving performance with empathy and wellbeing is critical and more nuanced with less direct communication. People Managers need new tools to help them.
- **High Performance Team and Culture** – To build high performance in a team with a great culture you need a high degree of feedback, empowerment and challenge. This requires new behaviours and more advanced ways to motivate and harness the potential of those around you.

## Training Pathway

