

# Managing4Success: Coaching and Communication



*Coach team members to reach their highest performance while increasing morale*

## **What You Will Learn**

- Participate in leadership discussions based on your work experiences
- Work on individual exercises tailored to your role, company and industry
- Learn a process for coaching your team members to improve their skills
- Practice management skills for delivering discipline and positive reinforcement when appropriate
- Create an action plan for implementing skills after class
- Improve your Visual, Verbal and Vocal personal communication skills
- Learn to adapt your Leadership style to the situation
- Improve personal coaching and feedback skills through discussion and interactive exercises
- Take a communication assessment to understand your strengths
- Learn and apply the six key phases to coaching individuals
- Create ideas for addressing discipline needs with members of your team
- Create a list of feedback questions to guide your coaching conversations with individual team members

## **Who Should Attend**

- Managers and Supervisors
- Directors and Corporate Leaders
- Anyone who wants to guide and coach highly effective individuals

## **Course Duration**

- 14 hours



Coaching and Communication provides both the information and the practice to effectively implement the skill areas required for success in coaching individuals to their highest performance. Participants will learn to apply various leadership styles to scenarios based on their every day management experiences and study effective means for communicating in one-on-one situations. In addition to coaching individuals towards their professional development goals, participants will discuss and practice disciplinary skills.

## **Course Outline**

- **Foundation of Management**
  - What Do You Want in a Manager?
  - Leadership Strategies
  - Leadership Styles
  - Instruction and Encouragement
  - iSpeak Coaching Model
  - Coaching Terms and Definitions
- **Setting Goals**
  - Corporate Goals
  - Team Goals
  - Individual Goals
  - Aligning Goals
  - Defining Competencies
  - Supporting Behaviors
- **Coaching Communication**
  - Modes of Communication
  - Communication Styles Assessment
  - Adapting Communication to Situations
  - Communication Factors
  - Using your Visual, Verbal, and Vocal
  - Communication Elements
  - Selective versus Active Listening
  - Developing Active Listening
- **Observing and Guiding**
  - Development Process
  - Observation Methods and Tools
  - Observed Behavior
  - Keys to Effective Guidance
  - Encouraging Employees
  - Discipline
  - Positive Reinforcement
  - How to Deliver Guidance
  - Process for Delivering Guidance
- **Coaching Others**
  - Keys to Effective Coaching
  - Coaching Preparation
  - Coaching Questions
  - Developing Questions
  - Power of Persuasion
  - Coaching Conversation Process
- **Implement to Improve**
  - Continuous Improvement
  - Satori Moments
  - Coaching Commitments
  - 21-day Habits
  - Management Tools and Resources

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