

Coaching Communication

Improving an individual's skills and competencies is done through coaching. Learn powerful methods to coach for high performance!

Course duration – 14 hours (2 days)



How you will benefit...

- Participate in leadership discussions based on your work experiences
- Work on individual exercises tailored to your role and company
- Learn a process for coaching to improve skills and competencies
- Practice management skills for delivering discipline and positive reinforcement when appropriate
- 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 own strengths
- Learn and apply the six key phases for coaching individuals
- Practice addressing discipline needs with interactive exercises
- Create a list of feedback questions to guide your coaching conversations
- Develop an action plan to implement what you have learned

Course Topics

- **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
 - Core competencies
 - Supporting behaviors
- **Coaching Communication**
 - Modes of communication
 - Communication styles Assessment
 - Adapting communication to situations
 - Communication factors
 - Visual, Verbal, and Vocal
 - Active listening
- **Observing and Guiding**
 - Development process
 - Observation methods and coaching tools
 - Observed behavior
 - Encouraging employees
 - Providing discipline
 - Positive reinforcement
 - How to deliver guidance
- **Coaching Others**
 - Keys to effective coaching
 - Coaching preparation
 - Coaching questions
 - Developing questions
 - Power of persuasion
 - Process for a coaching conversation
 - Interactive situational exercise (ISE)
- **Implement to Improve**
 - Continuous improvement
 - Online resources
 - Satori
 - 21-day habits
 - Personal action plan



Who should attend?

- Managers and Supervisors
- Directors and leaders
- Anyone who wants to guide and coach individuals

Who can you contact?

Please call us at 512.671.6711 or email us at info@ispeak.com for more information.