

Coaching Course Reinforcement and Follow-Up Sessions

1. Follow-Up Session

For organizations where 5 or more people have enrolled in coaching courses.

A 2-hour follow-up facilitated discussion is scheduled at the client site to review on-the-job application of coaching skills and provides targeted reinforcement applied to real time situations.

The facilitated discussion begins with a review of the two coaching conversation processes and then moves to a roundtable discussion concerning which skills they have integrated into their management behaviours and what they have yet to integrate.

- Participants discuss barriers encountered to using the coaching process and brainstorm ways to remove those barriers.
- Specific employee challenges being faced are reviewed and plans are developed for improving the situation.

This follow-up ensures best possible results from learning acquired in the coaching course.

2. Skill Reinforcement Session

This is a three or four hour facilitated workshop to review and refresh the material from the two day Coaching For Commitment course. The overall goal of this session is to encourage participants to deepen their coaching skills knowledge and also to increase the likelihood that they will expand their application of the material.

The goals of this refresher are:

- 1) to review the material, concepts and practice of coaching conversations
- 2) to reinforce the coaching process skills and focus on the three main areas of study - communications skills, managing for a commitment environment and the coaching conversation process
- 3) to reinforce the most difficult coaching conversation, the process of giving corrective feedback
- 4) to broaden the application of coaching skills to actively encourage mentoring conversations
- 5) to provide an opportunity for participants to self-evaluate the application of the coaching skills and compare their scores to the scores of highly rated leaders



- 6) to allow participants to reflect on the content of the course and the refresher session in order to set personal development goals.
 - Additional resources are provided to deepen participants' reference material in the areas of coaching and leadership excellence.
 - Each participant chooses a partner and they agree on a follow-up date to discuss their progress toward meeting their personal development goals.
 - If four hours are allotted for the Refresher session, a module on listening skills is added.

Agenda

1. Why coach?
2. Top of mind reflection on course material.
3. What do you do differently now regarding employee coaching?
4. Identification of key learning points in each of three core areas of study.
5. Review of coaching conversation processes. Emphasis on confronting and mentoring.
6. Completion of the Coaching Skills Inventory Self Analysis form.
7. Set personal development goals, partnering with fellow participants.
8. Wrap up, information about listening skills and/or discussion of a personal development model.

3. Coaching Skills Reinforcement using 360 Feedback

Individual reinforcement of the coaching material and skills utilizing a 360 feedback process, plus personalized coaching.

Each individual completes the Self Assessment (from the Coaching Material), and hands out up to 10 "Other Observer" forms. These forms are filled out anonymously and returned to Einblau & Associates for processing. Individuals receive a summary report comparing their own self assessments to averages scores from the observers as applied to key behaviors linked to coaching success.

Participants also compare their self and observer assessments to the Superior Leader's scores given in the Self Assessment Booklet. Personalized coaching is available to help the individual plan how they will respond to the feedback.

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