

# Coaching Skills for Knowledge-Centered Support

*"The course was great because I was able to learn general coaching skills rather than sticking to KCS only."*

*– Sachi Takao,  
Capital Group Companies, Inc.*

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## Course Overview

Learn the skills and techniques that will make you an effective coach and improve your other relationships as well. Coaching skills are invaluable and can be used to empower others to be their best, negotiate for change, or even help someone learn to take responsibility. Effective coaching generates improvements in performance and target goals, helps employees take greater ownership and responsibility, develops increased self-awareness, facilitates relationships between people and departments, and helps maximize the value of high-cost training.

Coaching is a critical success factor for every Knowledge-Centered Support (KCS<sup>SM</sup>) adoption. KCS, developed by the Consortium for Service Innovation, is a methodology and a set of processes and practices that leverage knowledge as a key asset of the support organization. KCS is proven to allow service and support organizations to significantly improve service levels to customers, gain operational efficiencies, and increase the organization's value to the company through knowledge management. Throughout this course, you will learn how to apply these coaching skills in the context of the KCS Coach role.

## What You Will Learn

- ▶ An understanding of the role of a KCS Coach
- ▶ Increased self-awareness that facilitates effective coaching
- ▶ Skills and techniques for effective coaching
- ▶ Increased understanding of how to motivate others for improved performance
- ▶ Increased ability to understand others and communicate more effectively
- ▶ Increased ability to hold others accountable for putting KCS training into practice

## Who Should Attend

- Support professionals, managers, directors, team leads/supervisors, and KCS coaches
- Individual who are preparing for the KCS Academy Support Coach certification exam

## Course Prices



**Public Classroom Training:** Interactive, two-day course among peers.  
Member Price: \$1,595 / Price: \$1,695



**Onsite Training:** A two-day course conducted at your company's site.  
Call 800.248.5667 for pricing

## Certification

The certification exam is included with the purchase of this course. Instructions for scheduling the exam will be provided upon course completion.



## Register

Call: 800.248.5667 Visit: [www.ThinkHDI.com/CSKCS](http://www.ThinkHDI.com/CSKCS)

# Course Outline

## Coaching Skills for Knowledge-Centered Support

### Day One

- ▶ What is a coach?
- ▶ Do I have what it takes to be a good coach?
- ▶ Why coaching?
- ▶ ROI for coaching
- ▶ The value of feedback
- ▶ What motivates people?
- ▶ Boundaries
- ▶ BABR
- ▶ Exercise in reflection
- ▶ Handling objections

### Day Two

- ▶ Working as a team
- ▶ Tools of the trade
- ▶ Logistics of coaching
- ▶ The challenge of change
- ▶ Engaging the process
- ▶ Remote coaching
- ▶ Reflecting on what you have learned

This course is delivered in partnership with Extraordinary Matters.



KCS is a service mark of the Consortium for Service Innovation

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