

# Coaching Strategies for Extraordinary Performance

## Course Overview

Coaching isn't just for sports teams. Service and support team leaders and managers engage in coaching regularly. It is not only a proactive tool for improving and managing performance, it is also a process for gaining accountability and positive action from each and every team member. As a coach, you have the ability to forever influence team members regarding work ethics, work attitudes, technical and people skills, and much more. Mastering coaching and creating/sustaining a performance culture is critical to the success of your operation.

This hands-on, practical course will highlight processes and best practices for effective coaching and motivation.

## What You Will Learn

- ▶ A six-step process for effective coaching
- ▶ How to improve listening skills (yours and your team's)
- ▶ Why coaching is a key component of leadership and building a performance culture
- ▶ How to gain accountability from team members
- ▶ How to delegate effectively to develop team members
- ▶ How to translate strategy into coaching objectives and discussions
- ▶ Motivation techniques and creative rewards

## Who Should Attend

- Team leads, supervisors, and managers who are responsible for improving team member performance results and key performance indicators

## Course Prices



**Public Classroom Training:** Interactive one-day course among peers. Includes certification exam.

**Member Price: \$595 / Price: \$645**



**Virtual Classroom Training:** Two two-hour sessions of live, instructor-led training delivered over the Internet.

**Member Price: \$375 / Price: \$425**



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

## Register

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# Course Outline

## Coaching Strategies for Extraordinary Performance

### *Unit 1: Performance Culture and Leadership*

- ▶ Define the elements of a performance culture
- ▶ Identify challenges to building a performance culture
- ▶ Understand your role in the performance culture cycle
- ▶ Adopt a strategic mindset
- ▶ Learn how leaders demonstrate leadership
- ▶ Understand how coaching fulfills several leadership functions

### *Unit 2: Effective Listening, Motivating, and Coaching*

- ▶ Learn six components of effective listening
- ▶ Improve listening skills
- ▶ Provide effective feedback
- ▶ Acknowledge team members
- ▶ How to design the job for intrinsic rewards
- ▶ Motivation and Maslow
- ▶ Provide rewards from the organization for extrinsic rewards
- ▶ Determine foundational skills of effective coaches

### *Unit 3: Effective Coaching and Challenges*

- ▶ How effective is coaching?
- ▶ Define coaching
- ▶ Identify coaching skills and required elements in the coaching relationship
- ▶ Discuss coaching challenges

### *Unit 4: Coaching Preparation and Effective Execution*

- ▶ Assess the team member
- ▶ Create a coaching environment
- ▶ Practice effective verbal communication
- ▶ Learn and practice the six-step coaching process
- ▶ Identify coaching opportunities
- ▶ Understand components of an effective delegation
- ▶ Demonstrate the accountability sequence
- ▶ Determine options when coaching doesn't work

This course delivered in partnership with Performance Consulting.



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