

# Coaching Skills for Quality Support

## Develop proactive strategies for coaching service and support staff.

People are an organization's most essential resource. Coaching is about engaging those resources and encouraging them to be successful. Coaching skills are therefore critical to organizational maturity, to helping an organization increase engagement, commitment, and overall quality. Effective coaching can empower others to be their best, to be more self-aware and responsible. It can also generate improvements in performance and target goals, facilitate relationship-building between people and departments, and maximize the value of training, quality programs, and continual service improvement. These initiatives enable technical service and support organizations to significantly improve service levels, gain operational efficiencies, and increase the organization's value to the company through knowledge management.

Coaching is a critical success factor in improving motivation and engagement. This workshop is designed to build the coaching skills that will improve a coach's ability to influence others to change their actions, behaviors, and beliefs. It focuses on using coaching skills to improve quality processes and practices in technical service and support organizations. Improve your relationship-building skills and learn the techniques that will make you an effective coach.

## What You Will Learn

- ▶ The role of a coach
- ▶ The increased self-awareness that facilitates effective coaching
- ▶ The skills and techniques for:
  - Effective coaching
  - Motivating others for improved performance
  - Understanding others and communicating more effectively
  - Holding individuals accountable for putting their training into practice
- ▶ How to gain accountability from team members
- ▶ How to delegate effectively to develop team members
- ▶ How to translate strategy into coaching objectives and discussions
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## Who Should Attend

- Support professionals at all levels, but especially those who are involved in or responsible for quality monitoring
- Individuals who are preparing to take 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)**

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# Course Outline

## Coaching Skills for Quality 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.



121 South Tejon Street, Suite 1100  
Colorado Springs, CO 80903  
800.248.5667 | Fax: 719.268.0184  
[www.ThinkHDI.com](http://www.ThinkHDI.com)

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