

“Beth is a great trainer. She was very informative and has boosted my confidence with becoming a Coach. This course has helped me as an employee and as a person in general.”

— Brittany Wallace, Chick-Fil-A

“The usefulness and transformative quality of coaching in the manner, process and philosophy will bring a great change in my interactions with coworkers.”

—Chris Hemphill, Martin Marietta

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 empowerment 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

Who Should Attend

- Support professionals at all levels, and especially those who are involved in or responsible for quality monitoring
- Individuals who are preparing to take the HDI 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 are provided upon course completion.

Register

Call: 800.248.5667 Visit: www.ThinkHDI.com/CSQS

Unit 1: Coaching Concepts

The Purpose of Coaching
The Coach
Qualities of an Effective Coach
The Coaching Paradigm
The Value of Coaching

Unit 2: Coaching Skills and Principles

Coaching Skills
Understanding Motivation
The Challenge of Change
Principles of Effective Coaching

Unit 3: The Coaching Process

The Coaching Process
Conducting Coaching Sessions
Coaching in the Workflow
Remote Coaching

This course is delivered in partnership with Extraordinary Matters.

