

# Coaching



## Topic-Level Outline

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### *Key Learning Objective:*

Develop a coaching style and strategy that motivates employees effectively

Days: 1

Prerequisites: None

### **Fundamentals of coaching**

#### Coaching overview

- Comparing coaching and managing
- Avoiding the coaching process
- Identifying coaching characteristics
- Discussing effective coaches

#### Coaching foundation and strategy

- Establishing a coaching strategy

### **Coaching diverse employees**

#### Personality styles

- Understanding personality styles
- Evaluating personality styles
- Motivating personality styles

#### Trust relationships

- Building trust relationships
- Identifying factors for distrust
- Overcoming distrust

### **The coaching process**

#### The coach-employee relationship

- Building a healthy relationship
- Maintaining a relationship

#### Objectives, expectations, and goals

- Determining coaching objectives
- Comparing expectations and goals
- Setting suitable goals
- Focusing on goals

#### Performance evaluation

- Evaluating and monitoring performance
- Providing positive and constructive feedback
- Offering an effective reward

**Communication**

Verbal communication

- Communicating clearly

- Avoiding distorted messages

Nonverbal communication

- Identifying nonverbal communication

- Interpreting nonverbal gestures

Effective questioning

- Asking appropriate questions

**Interpersonal meetings**

Face-to-face communication

- Communicating face-to-face

- Conducting a face-to-face meeting

Productive confrontations

- Confronting an employee