



Coaching for Performance | Module Outlines

One of the best ways to improve thinking is through coaching! Coaching for Performance offers a flexible approach to designing a development program for your people with a focus on building coaching capability. Selecting from a range of modules (detailed below) your organisation can deliver short sharp-targeted development in a single module program or tailor a more substantial program over a period of months with multiple modules.

Employerbility we view coaching as the opportunity to improve the thinking capability of people and ultimately drive sustainable performance.

Development programs are tailored to capability requirements of the organisation and include our signature MeasurePeople® process together with a dynamic integrated approach to learning that lasts.

Based on our personal experience of being one and now coaching high performing professionals, we have identified the following key modules that can be tailored to design a development program that will build the coaching and thinking capabilities of your leaders.

Module 1: Establishing a High Performance Framework

Course Outline: One of the biggest challenges for those responsible for leading others is the ability to manage the conflicting priorities that emerge on a daily basis. Responsible for the outcomes of others, most managers get stuck 'fighting fires' throughout the day and struggle to find the time for the 'doing' parts of the role they are responsible for. This program teaches the core processes and structure that are imperative to managing people effectively and sets up a framework to transform even the most challenging team member.

- Learning Outcomes:**
- 1) Process & Structure: Managing others requires a consistent structure & process to ensure clarity & accountability. Our 4-step framework will help you set up process & structure that will make you a more efficient & effective manager.
 - 2) Clear Expectations: For you and for your team are essential when managing and holding others accountable. Learn a simple framework to ensure expectations are clear and use this to manage the performance of your people.
 - 3) Support Framework: Identify the critical elements required to coach & support your team and learn how to integrate that into your day.
 - 4) Leverage Others: Leading a team is about more than you. Learn how to leverage the power of others when leading your team.



Module 2: Coaching 101 – Coaching Basics

Course Outline: Often the most basic skills are presumed, however research and observations in the workplace shows us that core communication skills critical to being a GREAT coach are rarely practised. This program reconnects participants with the important of these skills and practically demonstrates their power when utilised in a coaching capacity. In addition, we look at your responsibilities as a coach and teach some simple tools to ensure you achieve your coaching outcomes.

Learning Outcomes:

- 1) The Coaching Car Crash: We look at all the things that can go wrong when coaching others and set clear expectations around your role as a coach.
- 2) Back to Basics: Powerful observation, questioning & listening skills are critical to coaching success. Understand why and commit to actions that will make this the most important part of your coaching toolkit.
- 3) Coaching Flexibility: One person can have different needs depending on the task they are completing. Learn the importance of identifying the coaching needs of your people and match your style to their needs.
- 4) Coaching Roadblocks: We all have blocks when it comes to communicating challenging messages. Practise the skills it takes to ensure you equip to handle these roadblocks as they arise.

Module 3: Enhancing Performance through Feedback

Course Outline: Feedback, both good and bad, must be delivered in a timely and meaningful way if it is to be an effective tool in managing, developing and recognising your people. Unfortunately it often comes too little too late. This course outlines why feedback is important, the reasons that prevent us from providing feedback and practically teaches participants a framework for delivering even the toughest of messages.

Learning Outcomes:

- 1) Feedback is a powerful tool to develop, inspire, support and recognise your team. Learn why feedback is important and how you can use it more effectively in managing your team.
- 2) Feedback: Understand the roadblocks that get in your way to providing quality timely feedback and identify actions to ensure they don't hold you back anymore.
- 3) Structure and preparation are critical to delivering effective and emotive free feedback. We teach you two simple but powerful models that will help you deliver even the toughest of messages.
- 4) Performance Management: Understand how consistent & ongoing feedback is vital to any performance management process and set up your system that makes managing your team simple, efficient & effective.



Module 4: Delegation as a Coaching Tool

Course Outline: There are so many reasons why as managers we spend more time doing our team's work than our own. *It's easier if I do it myself, I don't have time to train someone else, What if they stuff it up?* Delegation is a skill that constantly needs to be front of mind when you are responsible for managing others. This program exposes what stops you from delegating and reconnects you with this important skill so that you and your team can begin to focus where they are of the most value.

Learning Outcomes:

- 1) Delegation Disasters: We look at the reasons and experiences that have prevented you from delegating in the past and teach you strategies to prevent this from happening again.
- 2) Capacity for Delegation: Learn simple strategies to move things from your to do list to your delegation list.
- 3) Delegation is a coaching process. Learn what to delegate, who to delegate to and how to manage the process to guarantee a successful outcome.
- 4) Delegation Plan: Create your delegation plan and identify the 'What's in it for me' elements to ensure you are leveraged and committed to delivering on the plan.

Module 5: Coaching with Social & Emotional Intelligence

Research shows social & emotional intelligence matters

- Top reasons for losing customers: 70% are related to lack of S+EI
- 50% of time wasted in business is due to lack of trust, a key S+EI competency
- The top reasons careers are derailed are related to a lack of S+EI

Social and emotional intelligence is the ability to be aware of our own emotions and those of others, *in the moment*, and to use that information to manage our relationships and ourselves.

Organisations who have run Social & Emotional Intelligence in the workplace have experienced clear ROI in the following areas;

- Increased employee engagement
- Improved productivity



- Increased sales and profits
- Improved customer service
- Reduce sick days and even health care costs

This program introduces participants to the Social & Emotional Intelligence Framework and includes the completion of an individual Social & Emotional Intelligence profile; subsequent action planning and accountability follow up.

Module 6: 4 Dialects of the English Language – How Individual Communication & Behavioural Preferences can Impact Performance

Course Outline: One of the main objectives in the coaching relationship is to enable change in the behaviour of others. The cornerstone of change is enhanced self-awareness driven by a new understanding or observation of the self triggered by change in thinking. Whilst we all speak a common language in the workplace, rarely is there common understanding when processing both conversations and behavior. Utilising the Extended Disc™ framework and profiling tool, this program introduces participants to the different approaches people may take when processing information, communicating a response or making a decision. Most importantly it provides new coaches with the understanding that there are many ways to achieve an outcome other than their own preference. Essential when coaching for high performance of others.

- Learning Outcomes:**
- 1) Develop an understanding of the different individual behavioural styles using the Extended Disc™ Framework.
 - 2) Identify my own preference/style utilising Extended Disc™ Personal Analysis.
 - 3) Identify how each of the styles contribute to workplace success
 - 4) How to be flexible and adjust your styles for improved communication and performance.



Module 7: A Strengths Based Approach to Coaching

Course Outline: Based on the well-known Clifton's Strength Finder 2.0 tool, this program looks at understanding an individual's core strengths and developing & leveraging those in the workplace. Each participant will complete a profile assessment prior to attending the program and use this as a basis for understanding themselves and others in a more empowering way.

Learning Outcomes:

- 1) Strengths in the Workplace: Learn how focusing on strengths rather than weaknesses can catapult the productivity and engagement of you & your team.
- 2) Understand your Strengths: We review the Strengths profile and your role and identify opportunities for you to leverage these in the workplace.
- 3) Strengths and your Team: Understand the strengths profile of your team and identify ways to work more effectively together.
- 4) Strengths based Management: Learn how to integrate your strengths with your coaching & leadership style to support expectations and improve performance.

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