

CoachWORKS™

PARTNERING FOR RESULTS

“Although coaching style may not scream ‘*bottom line results*,’ it delivers them.”

Daniel Goleman

SET GOALS
ASSESS REALITY
FIND OPTIONS
WHAT'S NEXT?

WHAT IS IT?

An experiential two-day program that focuses on introducing coaching skills to managers, **CoachWorks: Partnering for Results** incorporates the latest sports performance technologies with a business/coaching model. The program effectively teaches managers to help the people they coach to become empowered to make their own decisions, to solve their own problems, and to create more vital results.

Applying practical, hands-on skills to current business challenges, the training implements dynamic exercises and role-play opportunities, as well as video examples of various leadership styles.

WHY DO WE NEED IT?

Because *organizations* don't perform, *people* do. And with coaching, people can perform even better. Coaching is about increasing knowledge, expanding skills, and improving overall work performance-for results.

Though managers and leaders are tasked with developing the capacity of their people, coaching or mentoring is usually not even on the priority list. If you have ever used or experienced the “Just do what I tell you!” style of management, you know that it does nothing to promote personal initiative, increased motivation, risk-taking, learning, or personal accountability.

Coaching gives employees the tools they need to improve work satisfaction and be more effective. The connection between job satisfac-

tion and improved performance directly impacts not only productivity, but also profitability, retention, and customer satisfaction. Given these results, coaching is a relatively small initiative that will help the people in any organization reap huge dividends.

WHO IS IT FOR?

CoachWorks: Partnering for Results is designed for people managers or anyone who has a desire to improve his or her own self-awareness or that of others. The program focuses on principles and skills that enhance learning, coaching, problem solving, performance management, and managing and leading for improved results.

COURSE CONTENT

CoachWorks: Partnering for Results is a progressive, skill development experience based on the GROW model of coaching. Participants develop skills by coaching each other in several exercises based on current challenges in the workplace. Participants learn how to set **Goals**, assess **Reality**, consider **Options**, and determine **What is next**.

The program incorporates the six leadership styles addressed by Daniel Goleman (in *Emotional Intelligence*) and used in the recent research by Hay McBehr reported in the *Harvard Business Review*. Participants learn the value of acquiring a coaching style as they manage and lead others, and they learn how to develop style flexibility so that they can work with a greater number of different individuals in a variety of situations. The course introduces effective coaching communications skills with an emphasis on asking self-reflective questions.

Participants actively practice coaching each other to improve performance and reduce performance-inhibiting interference. The learning laboratory setting allows participants to practice their skills while heightening their awareness and allowing them to take responsibility for critical variables that exist within the coaching environment. Participants also learn to coach toward achieving a desired long-term outcome while establishing intermediate goals to ensure success.

OUTCOMES AND RESULTS

CoachWorks: Partnering for Results enables individuals to:

- *Use the GROW coaching model*
- *Create profound focus for oneself and others*
- *Focus to decrease interference*
- *Enhance awareness of choice*
- *Ask powerful, non-judgmental questions*
- *Facilitate coachee learning*
- *Improve goal achievement*
- *Develop talent more effectively*
- *Create effective development plans*
- *Coach others to break-through performance*
- *Deliver feedback respectfully*



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