

## COACHING

PM08.40

This course teaches students how to establish a coaching relationship with employees, evaluate employees' personality types, and detect morale-building motivators. Course content includes identifying factors that can hinder an employee's willingness to trust, and how to establish trust with the CARE process. Students will learn how to establish coaching objectives and identify the best coaching opportunities. Through interactive exercises, communication techniques will be explored for using appropriate language, understanding factors that can distort the message and correctly interpreting non-verbal communication. Explanation of the difference between performance goals and long-term goals will be presented as well as implementing appropriate reward systems and monitoring employees' performance. Students will also learn how to conduct effective face-to-face meetings and confront an employee.

### PREREQUISITES

- None

### LEARNING OBJECTIVES

- Motivate employees by identifying their individual personality types; and build trusting coach-employee relationships.
- Work through the coaching process of maintaining healthy coach-employee relationships, communicating expectations and goals, and evaluating employee performance.
- Support your coaching style by conducting productive face-to-face meetings and confrontations.

### WHO SHOULD ATTEND

- People managers
- Senior professions that want to move into management positions

### COURSE OUTLINE

- Fundamentals of coaching
- Coaching diverse employees
- The coaching process
- Communication
- Interpersonal meetings

There are numerous exercises to reinforce the concepts taught in this class.

### CLASS LENGTH

- One Day (8 PDUs)