

Department of Corporate Training

Coaching Skills

This training class is designed to help supervisors improve their coaching skills leading to improved performance and productivity.

- Communication/Coaching Styles
 - Direct
 - Spirited
 - Considerate
 - Systematic
- Identify Expectations
 - Tasks
 - Timelines
 - Partnering for Success
 - Bragging Rights
- Basic Problem Solving
 - Identify Real Issue
 - Brainstorm Causes
 - Secure Agreement
 - Follow-up
- Listen with Intent
 - Identify Facts
 - Identify Emotions
 - Provide Feedback
- DESC Model
 - Describe Behavior
 - Express Reaction
 - Specify Desired Change
 - Positive Consequences

Learning Outcomes:

At the end of this class, attendees will be aware of their coaching style and how it might impact others. They will learn how to define their expectations and coach for improved performance.

About the Instructor:

The instructor has over twenty-five years background in the training and consulting industry, and has designed and delivered over 20 training courses. She holds a Master's degree in the Behavioral Sciences and has served on the adjunct faculties of universities in Michigan as well as Florida. She has managed a consulting firm since 1985 that has helped both large and small companies improve performance leading to increased productivity and profitability.

Please call for Dates and Cost.

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