

Coaching brings out  
the best in people and  
builds your leadership  
bench strength



## COACHING ESSENTIALS®

Help managers learn how to coach their people

The most effective managers and leaders have the qualities of a great coach. Leaders who use coaching skills have more effective teams, grow and retain their key people, and experience higher productivity overall.

Learning to coach requires time and practice, but it will save time by making leaders and employees more successful. These leaders draw out ideas and solutions from their people, collaborating with them rather than solving their problems. They bring just the right amount of directive behaviors to achieve the goal, all the while developing the skills and confidence of their people. This results in more competent and capable people who perform at higher levels over time.

Coaching Essentials® is a skills-based training program designed to help managers and leaders integrate coaching behaviors into their leadership style by understanding the coaching process and developing essential coaching skills that help them develop others.

This means asking instead of telling, drawing out ideas and solutions, collaborating, partnering, and focusing on the development of people by using supportive behaviors and keeping them moving toward organizational objectives.

### LEARNING OUTCOMES

- Adopt the proper mind-set for coaching
- Increase the quality of conversations
- Accelerate individual and team progress toward objectives
- Create an environment of trust that nurtures the development of others
- Leverage four coaching skills that develop self-reliance in others
- Apply the four-step coaching process that results in clear agreements and action
- Identify when coaching is needed to help others reach a higher level of performance

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### ***Who Should Attend?***

Managers and individuals seeking to develop coaching skills in order to increase the effectiveness and competence of those they lead

### **PROGRAM FORMAT**

Coaching Essentials is a one-day face-to-face workshop that includes compelling visuals and materials, engaging videos, and proven learning activities. Also included is a four-step process to help learners put their new skills into practice back at work. The program teaches managers how to identify when a coaching style will be most helpful and how to coach effectively.

In this program, managers discover the coaching process and a set of essential coaching skills, with many opportunities to demonstrate their knowledge and practice these new behaviors.

### **COACHING PROCESS**

- Connect – Build trust and positive relationships
- Focus – Identify topics and goals
- Activate – Collaborate to develop a plan for action
- Review – Clarify agreements and discuss accountability

### **COACHING SKILLS**

- Listen to Learn
- Inquire for Insight
- Tell *Your Truth*
- Express Confidence

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