

Effective Coaching Processes and Techniques

by **Dr. Karl Larson**
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Overview

Coaching and Training are integral parts of any organization's self-renewal or improvement efforts. We believe that an organization can most effectively respond and efficiently respond to its employees' development needs if:

- The organization has internal capability to design coaching training programs based on the needs of the organization and adapted to their unique personnel
- The organization utilizes. As part of their coaching staff, managers who have considerable line experience and an appreciation for the day-to-day work problems

This workshop is designed to make organizations self-sufficient in the coaching area by developing a cadre of internal professional managers that have the internal expertise to coach employee subordinates in the areas of improved performance.

This Workshop laboratory will focus on the following skills:

- Identifying employee coaching training needs to support the business
- Preparing employee coaching training plans for improved job performance and motivation
- Using appropriate coaching methods for employees to achieve organization objectives
- Evaluating internal coaching programs and making improvements

Course Objectives

At the end of the workshop the participants will have:

- Learned how to develop individual employee coaching plans to improve job performance
- Learned the fundamentals of the coaching and mentoring process
- Clarified their personal values relative to the coaching training process
- Reached agreement on adult coaching concepts that can be applied back on the job to employees needing coaching assistance
- Develop a fundamental working knowledge of a variety coaching skills and competencies

Course Content

Day 1 – Morning

- Workshop welcome and overview
- Setting the workshop stage – Key Coaching workshop topics and Learning methods practice areas

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- Participant problem senses and learning expectations and needs
- Coaching and Mentoring – Differences and Definitions
- Proven Coaching competencies and overview

Day 1 – Afternoon

- Coaching Values – A group values clarification exercise to determine critical coaching values back on the job-
- Effective Coaching fundamentals – Basic Process Steps and requirements
- The Need for coaching in today's organization and who should be involved to make it happen effectively
- An effective managerial and supervisor coaching cycle
- Interpersonal Effectiveness profile – a self-assessment exercise

Day 2 – Morning

- Developing a helping coaching relationship – Some suggestions to consider
- The need for “Emotional Intelligence” an overview
- Dealing with Conflict in a coaching situation – Behaviors and Basic fundamentals
- Coaching multiple role plays with feedback – A practice application session with individual feedback
- Developing your Personal Coaching Development Improvement Plan – an individual exercise
- Coaching Improved Employee Performance – Proven suggestions

Day 2 - Afternoon

- Coaching and Mentor role and responsibilities
- Effective Coaching / client contracts
- Ensuring a coaching organization culture – Things to consider
- Proven Tips for coaching employees
- Coaching Pitfalls to avoid
- Workshop evaluation and adjournment

Who Should Attend?

This workshop is intended for any manager or supervisor who has direct employee reports including senior management who needs to enhance their individual employee coaching and mentoring competence levels especially when giving and involved in providing employee performance reviews.

Workshop Learning Methods will involve the use of topic mini content lectures, Group discussion and problem exercises, Practice application role playing coaching exercises, individual self-assessment exercises, and case coaching examples.

About the Trainer



Karl brings to his clients over 40 years of professional experience from the fields of international consulting, corporate management, retained executive search, executive outplacement and higher education.

For many years he owned and operated his own international consulting firm with offices in Houston, New York, Los Angeles, Manila, Singapore and Sydney. He has had extensive living periods while serving clients in the United Kingdom, France, Australia, Holland, the Philippines, the Balkans-Macedonia, Saudi Arabia and Bahrain.

His corporate experience has included senior level positions with Corning Glass, Rockwell, and Tiger International. He also has held various administrative and academic appointments at Northeastern University, UCLA, Springfield College and the University of Texas at Austin where he taught graduate MBA courses in Strategic Management, Global Marketing and Human Resources Management.

Karl also served as Senior Vice President for a retained executive search firm in Southern California as well as an Executive Vice President for a well-known retained Outplacement Firm

Investment Fee

SG\$ 1,385.00 per person

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1st Delegate Name	Mr <input type="checkbox"/> Mrs <input type="checkbox"/> Ms <input type="checkbox"/> Dr <input type="checkbox"/> Others <input type="checkbox"/>
Direct Line	Email
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Head of Department	
2nd Delegate Name	Mr <input type="checkbox"/> Mrs <input type="checkbox"/> Ms <input type="checkbox"/> Dr <input type="checkbox"/> Others <input type="checkbox"/>
Direct Line	Email
Job Title	Department
Head of Department	
3rd Delegate Name	Mr <input type="checkbox"/> Mrs <input type="checkbox"/> Ms <input type="checkbox"/> Dr <input type="checkbox"/> Others <input type="checkbox"/>
Direct Line	Email
Job Title	Department
Head of Department	

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- Full payment for the course should be made 2 weeks prior to event date
- Cancellation 3 weeks prior to event date or no shows are liable to pay the full course with no refund, however you may substitute delegates at any time
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