

T H E
COACHING SKILLS

W O R K S H O P



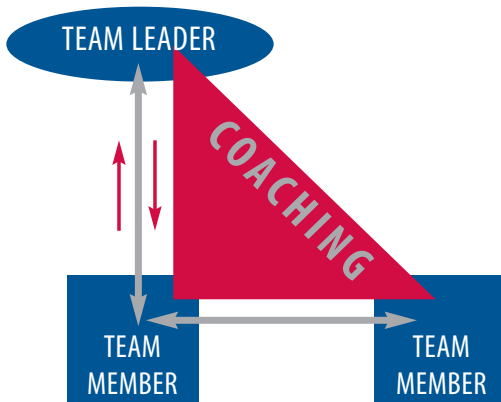
Center for
Management &
Organization
Effectiveness

BUILDING PARTNERSHIPS IN THE WORKPLACE

Sooner or later, people have to start doing something differently – they have to start communicating like a coach.



WHY A WORKSHOP ON COACHING SKILLS?



Organizations today are recognizing the increasing need for all employees to contribute to the success of the business. Leaders need to be able to communicate more effectively and invite associates to participate as partners, while creating solutions to today's challenges.

The Coaching Skills Workshop is designed to help participants develop practical and effective skills that can be applied when influencing others, working through obstacles, and building partnerships. The workshop is based on The Coaching Model, a proven process that is backed by extensive research. The Model is a flexible and dynamic communication road map that leaders use to interact more effectively with others.

This workshop initiates measurable change towards greater employee involvement, empowerment, and quality improvement, while strengthening the skills of supervisors, managers, and peers in partnership communication. The Coaching Skills Workshop is the next important step towards success.

COACHING DEFINED

A two-way communication process between members of the organization (leaders to team members, peers to peers, team members to leaders) aimed at influencing and developing skills, motivation, attitude, judgment, or the ability to perform and contribute to an organization's goals. Coaching is an ongoing process of building a partnership for continuous improvement.

PARTICIPANTS WILL LEARN HOW TO:

- Maximize team member performance by using a highly effective coaching tool – The Coaching Model.
- Motivate others to make the changes needed to improve performance, focus on job priorities, and actively seek out opportunities to contribute more.
- Resolve differences, handle team member resistance, and confront excuses.
- Help people accept, adjust to, and acquire ownership for changes in the organization.
- Conduct developmental and non-performance related coaching sessions.
- Build positive and supportive relationships with team members.
- Obtain better results while being less controlling.

WORKSHOP OUTLINE – TWO DAY VERSION

Day One

- Welcome to the Workshop
- Workshop Objectives and Expectations
- Introduction to Coaching
- Case Study #1: Assess Your Coaching Skills
- The Coaching Model
- Video Illustration of The Coaching Model
- Case Study #1: Review and Analysis
- Using The Coaching Planning Guide
- Case Study #2: Practicing The Coaching Model
- Case Study #2: Review and Analysis
- Live Demonstration of Coaching

Coaching is not about getting the most of a partnership; it is about getting the best from the partnership.

Day Two

- Results of the Pre-Work Coaching Skills Assessment
- Individual Development Areas
- Experiential Exercise: Personalizing The Coaching Model
- Case Study #3: Practicing The Coaching Model
- Coaching Skills Core Concepts
- Discussion Topic: Express Coaching
- Experiential Exercise: Coaching Pursuit
- Discussion Topic: Coaching Up
- Write Your Own Coaching Case Study
- Action Plans and Sustainability
- Workshop Wrap-up and Evaluations

WORKSHOP MATERIALS



- Pre-work Article and Coaching Skills Assessment (available online)
- Comprehensive Participant Workbook
- The Coaching Model
- Hardbound copy of *Win-Win Partnerships: Be on the Leading Edge with Synergistic Coaching*, by Steven J. Stowell, Ph.D. and Matt M. Starcevich, Ph.D.
- The Coaching Skills Materials are available in the following languages:

English	German	Korean
Spanish	Dutch	Japanese
Portuguese	Russian	Thai
Italian	Romanian	Indonesian
French	Mandarin Chinese	

PARTIAL LIST OF CMOE CLIENTS

Abbott Labs ■ Alcon ■ American Express ■ AT&T ■ Bank of Montreal ■ Barclays Global Investors ■ Bell Canada ■ B
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HOW THE WORKSHOP IS OFFERED

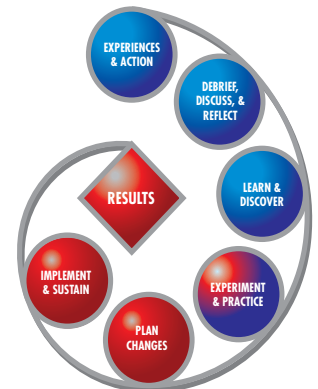
The Coaching Skills Workshop is available in a one or two day format. It is customizable to meet the specific needs of your organization and the audience. Drawing from our library of more than 400 case studies, we will design situations that address the issues your coaches are facing. Or, with your input, we will write personalized case studies.

This workshop is led by an experienced CMOE facilitator at a location of your choice. We also offer Train-the-Trainer services where we provide the skills for others to deliver The Coaching Skills Workshop. Clients then simply purchase the Participant Workbooks from CMOE.

CMOE also offers The Coaching TIPS² Workshop, a one day workshop covering the fundamentals of coaching skills with an abbreviated version of The Coaching Model.

LEARNING METHODS

Each workshop is based on highly effective adult learning methods. Certified facilitators actively model and explain the skills being developed. The learning evolves from “hands-on” tasks and group exercises. Key concepts are presented in a manner that reinforces and clarifies the learning. Participants discover how to use the skills and how to continue to implement effective practices.



EXPERIENTIAL LEARNING PROCESS

WHO WE ARE

The mission of CMOE is to build long-term partnerships in the workplace. Our strategic objective is to partner with clients and provide solutions for their learning needs as they arise. As a training partner, CMOE assists clients in defining and providing customized solutions. We don't fit you into a “box”; we help you design the box.

CMOE was founded in 1978 and is based in Salt Lake City, Utah. Through a commitment to ongoing research and consulting, CMOE has developed numerous skill-based training workshops, books, materials, and experiences that address the specific needs of leaders, team members, and organizations.

ALSO BY CMOE

OTHER BOOKS

Ahead of the Curve: A Guide to Applied Strategic Thinking

By Steven J. Stowell, Ph.D. and Stephanie S. Mead. This book focuses on how managers and individual contributors can develop the ability to exercise greater strategic influence over their work and life and make strategic contributions to their organizations.

Leading Groups to Solutions: A Practical Guide for Facilitators and Team Members

By Steven J. Stowell, Ph.D., Stephanie S. Mead, and Joel McCausland. This book describes the collaborative process among team leaders and team members when building consensus, creating synergy, and harnessing collective energy to create innovative solutions.

Teamwork: We Have Met the Enemy and They Are Us

By Steven J. Stowell, Ph.D. and Matt M. Starcevich, Ph.D. This book describes CMOE's experiences in leading members of organizations in powerful teambuilding training. The book also provides a template for practitioners to develop experiential teambuilding programs.

The Coach: Creating Partnerships for a Competitive Edge

By Steven J. Stowell, Ph.D. and Matt M. Starcevich, Ph.D. This book is about the coaching process and the skills, behaviors, courage, and values leaders need in order to evoke employee commitment and motivation. The Coach also helps leaders turn what is typically an uncomfortable and often avoided or mishandled task into a productive one-on-one experience for the leader and team members.

The Team Approach: With Teamwork Anything is Possible

By Steven J. Stowell, Ph.D. and Stephanie S. Mead, with contributions by CMOE's facilitators and consultants. This book illustrates and elaborates on The Diamond Model of Teamwork, the key building blocks of teamwork for virtually any setting. This remarkably clear and easy-to-understand model will help anyone form and develop a team that is capable of unbelievable achievements.

Win-Win Partnerships: Be on the Leading Edge With Synergistic Coaching

By Steven J. Stowell, Ph.D. and Matt M. Starcevich, Ph.D. This book expands on the concepts and skills of CMOE's Coaching Model, explores the learning relationship, and teaches how to create synergistic solutions to life's challenges, at work and elsewhere.

OTHER WORKSHOPS

Applied Strategic Thinking

An action-oriented workshop that is filled with exercises and tools that outline the steps to be strategic within each participant's realm of responsibilities.

Exploring Teamwork

A powerful team building training experience for team leaders and team members. We combine outdoor experiential activities with an in-depth look at team building skills to provide an unforgettable experience for team growth.

Flexible Leadership

This workshop helps leaders prepare to respond to the vast array of situations, tasks, and dilemmas they deal with on the job. Participants will develop skills to select and apply the right leadership style to each situations to achieve desired results.

Leading Groups to Solutions

This highly interactive facilitation workshop is designed to help leaders and managers develop the insights and skills necessary to create a powerful vision for their teams.

Managing Conflict and Collaboration

This workshop helps participants develop practical skills and learn key concepts to build more productive business relationships and create better working environments. Participants also learn to surface and confront differences and address conflict using a collaborative approach.

Transition to Leadership

This workshop exposes new leaders to the challenges encountered when moving into leadership positions and teaches strategies to overcome those challenges.

OTHER SERVICES

Customized Solutions

Our training curriculum design team is prepared to create an experiential learning solution focusing on a specific topic or a combination of topics of your choice.

Executive Coaching

A development opportunity available for senior to mid-level executives and leaders. The executive coaching process is comprised of carefully designed one-on-one interactions between an executive and a highly skilled coach. Executive Coaching refocuses and enhances the executive's individual, interpersonal, and organizational skills.

Speakers

Our professional speakers and trainers are available to make presentations, from a few minutes to a full day, for conventions, conferences, or other meetings.



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