




Development & Coaching Ltd.
Think beyond. Rise above.



Coaching Skills



By the end of the session we will learn the following:

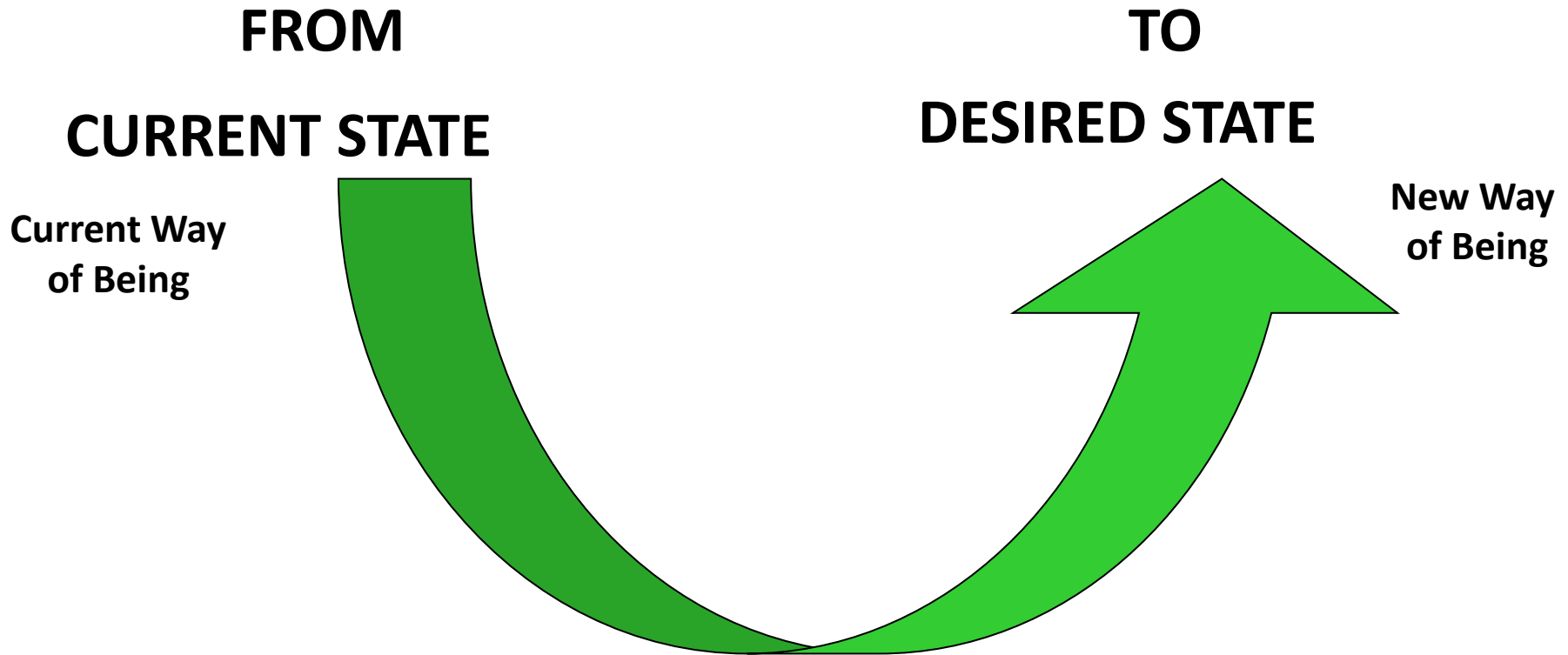
- What is coaching
- Difference between instructing and coaching
- Why be coached
- Benefits of coaching
- Who is coachable
- When to coach
- Role of a coach
- Coaching behaviors
- Creating a coaching culture
- What is on the job coaching
- Skills development model
- Willingness ability model

What is coaching ?

- Guide
- Accomplish
- Achieve
- Help



Coaching is about moving...



Where are you now?
Where do you want to be?
What can you do to get there?

Difference between Instructing & Coaching

Instructing What to do

- Expert power
- More of advice
- Outsider
- Low level of involvement
- Assignment basis
- Assignment oriented

Coaching How to do

- Part of the problem
- Expert /Role Model
- Internal
- High level of involvement
- Ongoing
- Output oriented

Why be Coached?



- You can't see your own blind spots
- Your up-line can help refine what you are doing
- Your up-line has a vested interest in helping you be successful
- Your up-line can help guide you to discover solutions
- You will take more actions when you are accountable
- Your belief and confidence will increase

Benefits of Coaching

Coaching helps me to:

- Improve interpersonal skills
- Improve self confidence and self esteem
- Be more positive and assertive
- Gain new perspectives and ways of thinking
- Acquire new skills & abilities
- Improve work-life balance
- Reduce stress levels



Who is Coachable?

- Someone who has the desire to learn
- Someone willing to accept his mistakes
- Individuals who are committed to change
- Open to sharing information about themselves
- Open to feedback about themselves
- Who appreciates new ideas
- Knows yourself
- Knows others



When to Coach?

- Coaching for success
- Coaching for improvement
- Coaching for managing performance



Role of a Coach



- Facilitate clarification of the goal
- Guide from a start point to the finish
- Maintain a threshold to keep focus/track
- Help overcome hurdles in pursuit of the goal

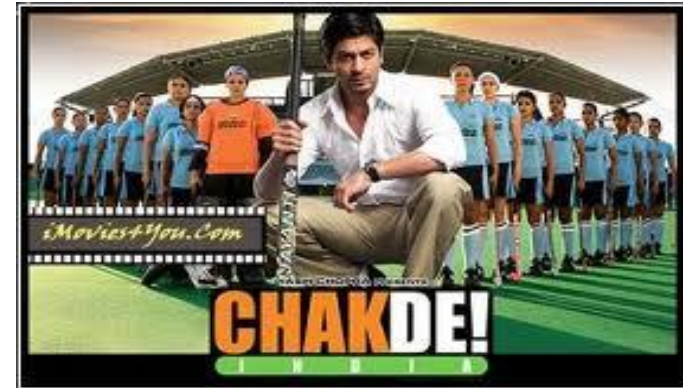
Remember...

“Selecting the right person for the right job is the largest part of coaching”

-Philip Crosby, Reflections on Quality

Skills & Qualities of a Good Coach

- Good understanding of human behaviours
- Excellent interpersonal skills
- Always encouraging/positive
- Willing to experiment with new ideas
- Avoids comparing to others performance
- Is open and honest in all communication
- Raises the individual's expectation
- Learns from mistakes
- Is liberal minded
- Has high level of integrity
- Admits failures
- Is human and therefore imperfect



Hurdles Faced by a Coach

- Unable to identify strengths or areas for improvement
- Lack of clear expectations
- Lack of consequences
- Organizational barrier
- One-way communication
- Manager tells and doesn't ask question
- Lack of employee engagement



Do's of Coaching.....

- Be patient
- Encourage when he makes mistakes
- Help him when he is in need
- Always be constructive in your feedback
- Coach only when necessary



Don'ts of Coaching...

Don't...

- Be judgmental
- Rush or attempt to pace
- Assume
- Interrupt
- Be biased
- Do other things while coaching
- Get angry/upset
- Coerce or use position to influence
- Rush the process
- View coaching to 'fix' people



Coaching Behaviours



- Have self-control
- Have empathy
- Have good 'social' skills
- Respect and value equality and diversity
- Show interest in people and what they are doing
- Challenge and stretch
- Generate commitment to move forward
- Encourage people to develop options
- Change perceptions

Creating a Coaching Culture

- Have a coach conversation every day
- Live coaching, don't pretend it
- Build relationships, then coach
- Remember coaching is listening, not telling
- Build on strengths
- Create energy for positive change
- Value everyone's differences & uniqueness
- Have regular, consistent, structured conversations
- Review frequently



What is On the Job Coaching?

- “Equipping employees with required knowledge and skills for the job”
- OJT is learning delivery method used for
 - New employees
 - Employees who require training
 - Cross training
- Delivered from peers and managers
- Highly-effective training method
- Highly- transferrable



Purpose of On the job Coaching

Develop Job related skills by:

- Observing
- Analysing
- Demonstrating
- Feedback



E.g. Sales Coaching

Step one:

Observe the participant for the first few calls

Step two:

Ask him what he did well on the call

Step three:

Ask him how he could have improved the call

Step four:

Tell him how he can improve the gaps observed

Step five:

Demonstrate the next few calls with him yourself

Step six:

Ask for your feedback (be prepared to hear negative feedback of yourself)

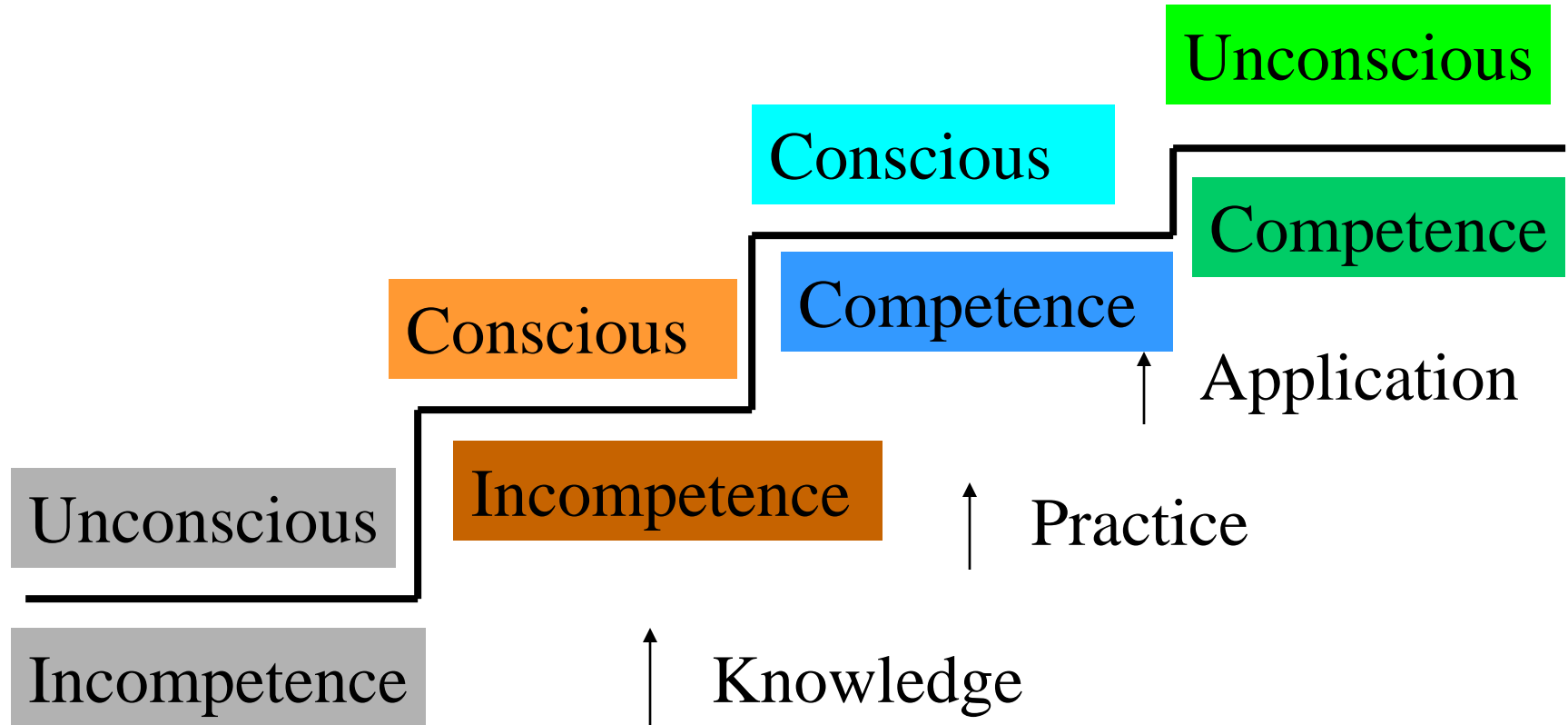
Step seven:

Ask him to repeat the call again

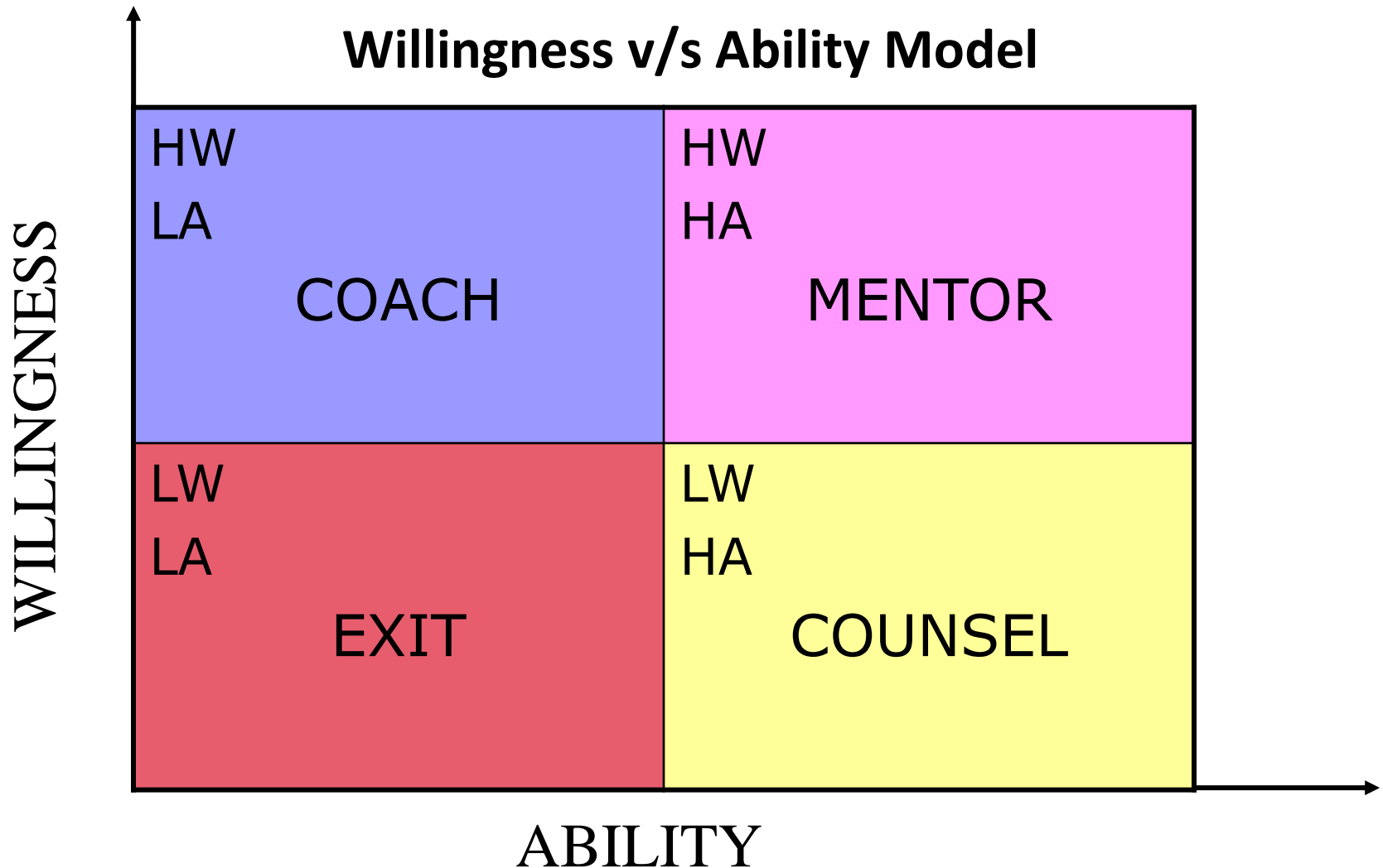
Step eight:

Enter in your performance sheet areas which you want him to improve gain his acceptance and wish him all the best till your next visit.

Skills Development Model



Willingness Ability Model



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Reflections...