



# PERFORMANCE Coaching

## Course Introduction:

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There are many definitions of coaching and a multitude of areas in which it is applied. Fundamentally, all coaching is to achieve the same objective: an improvement in the way we do things. To achieve this, many Coaches (managers) show 'how to do something' or offer advice and this can result in performance improvement. However, this method of coaching only passes on the Coach's experience: which may be outdated; may not utilize the current skills of the Performer nor tap into the Performer's inherent motivation. Therefore it will rarely be able to maximize performance. Performance Coaching helps people to explore their own ideas and motivation in the pursuit of performance improvement. This is achieved by the skilful use of questions by the Coach, questions that help the Performers to:

- evaluate what is happening in their world
  - define what goals they would like to achieve that align with the organization
- define the methods by which they can achieve them
- evaluate the effectiveness of their actions

The learning generated by this process ensures the Performers develop both the competence and confidence to fulfill their roles more effectively. The improved awareness of the Performers' thinking enables them to make better decisions. The identification of the goals that they want taps into the Performers' inherent motivation, so there is less need for any coercion. The 'choosing of actions' helps to ensure the Performers take responsibility for them. Learning from the results makes it less likely that out-dated behaviors are unconsciously repeated. This is not a soft approach! Coaching gets people to face the issues that stop them performing better.

## Course Objectives:

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By the end of this course participants will be able to:

- Developing more trust, through rapport, for improved collaboration with others
- Communicating effectively using the Performer's language with effective questioning
- Managing problem conversations to focus on outcomes and possibilities
- Setting challenging, individual (and team) goals that deliver organizational benefits
- Creating business plans that allow for maximum ingenuity by Performers
- Challenging limiting beliefs to generate and evaluate more effective plans
- Clarifying the context (constraints, targets and expectations) for performance
- Assessing competence more effectively to empower people more safely
- Analyzing training needs to identify development actions that both align with individual learning styles and fit in with work activities
- Exploring the causes of performance issues to manage accountability and learning
- Giving meaningful feedback that recognizes contribution

## Who Should Attend?

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This training is designed for people in business to coach others to perform better. These skills can be used effectively by all roles in an organization, but especially those where performance is dependent upon effective people-relationships. Line managers are a core group where coaching skills can gain significant benefits for the organization. When a coaching culture is desired within a group, it is best practice for the senior members of that group to be trained first so that they can lead by example and create the context where their staffs are encouraged to coach.

## Course Outline:

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Performer Centered and Coach Centered coaching styles

- Perception – how we all see the World so differently and why this is important
  - Generalizations
  - Self esteem
  - Limiting beliefs
- How to raise awareness of someone's own thinking
  - Open/Closed questions
  - Clean Language
  - Modeling information
- Coaching principles: motivation, awareness & responsibility
- Coaching framework: TOPGROWER
- Developing desired outcomes
- Creating motivating personal goals in an organizational context
- Modeling their reality and creating options
- Gaining commitment
- Giving effective feedback
- The Manager as Coach
- Coaching exercises with feedback

## Course Certificate:

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**International Center for Training & Development (ICTD)** will award an internationally recognized certificate(s) for each delegate on completion of training.

## Course Methodology:

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A variety of methodologies will be used during the course that includes:

- (30%) Based on Case Studies
- (30%) Techniques
- (30%) Role Play
- (10%) Concepts
- Pre-test and Post-test
- Variety of Learning Methods
- Lectures
- Case Studies and Self Questionnaires
- Group Work
- Discussion
- Presentation

## Course Fees:

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**To be advice as per course location.** This rate includes participant's manual, Hands-Outs, buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

## Course Timings:

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### Daily Course Timings:

08:00 - 08:20	Morning Coffee / Tea
08:20 - 10:00	First Session
10:00 - 10:20	Coffee / Tea / Snacks
10:20 - 12:20	Second Session
12:20 - 13:30	Lunch Break & Prayer Break
13:30 - 15:00	Last Session