



5 Star Coaching[©]

Days of Training: 2

The 'human capital' of your organisation is one of its greatest assets. No matter how good your product is, the human component can be the 'make or break' of a business. The transfer of knowledge and skill within organisations is a crucial part of this process and has implications on productivity, customer satisfaction and staff retention to name but a few.

Whether you are a long time or recently appointed people manager, getting the best from your direct reports by raising the impact of your coaching efforts is a vital element of ensuring a motivated and ever improving workforce.

5 Star Coaching introduces the fundamentals that will allow your leaders to take the organisation to another level ...

Strategy | Skill | Solution[©]

Strategy means following a structured process

Structure makes a difference in the effectiveness of the process. Knowing where the candidate is and having a structure to help them grow is crucial for the candidate. It also makes it easier to manage both the knowledge/skills transfer and how the candidate is applying it in the workplace.

Skill means mastering the people element

The ability to communicate, relate, goal set, motivate and feedback all involve an understanding of people, their differences and how to get the best out of them. The skill is to be able to actually do that effectively.

Solution means being the answer

A solution is the answer to solving a challenge. The challenge is how to get staff to operate at a consistently high level. The answer lies in the coach's ability to transfer skills and knowledge and get the coachee engaged in the process. The answer *is* the coach! A solution is also a combination of two or more substances becoming a different one. In this case an effective coach must be a **catalyst** to create positive, progressive changes in the coachee.

5 Star Coaching[©] provides a mechanism for participants to understand their coaching deficits and the techniques and skills practice necessary to bridge the gap.

5 Star Coaching[©] will help take your organisation to a new level, through providing analysis, skills and structure in 6 component areas:

- **Strategy** – what structure is necessary to bring out the best
- **Skills** – what skills are necessary to be a great coach
- **Solution** – how the skills are applied. 4 key and common scenarios will be learnt and applied
- **360° Feedback** – where participants get anonymous feedback from 5 direct-reports on the above areas and their overall effectiveness as a coach
- **Action-Planning** – creating a plan based on the '360' and the program content, for the coach to become more effective
- **Re-Test** – it is highly recommended but optional, to do a second 360° Feedback after 90-100 days. This will help quantify the growth in coaches but also be a motivational tool to have them adopt the skills learnt in the program.

WORKSHOP OBJECTIVES

At the completion of the workshop, participants will be able to do the following:

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| <ul style="list-style-type: none"> • Understand the Elements of Effective Coaching • Gain Feedback on their own Coaching Effectiveness from actual coachees • Gain comparative awareness of their self-assessment to that of their coachees and other coaches in the data-base • Analyse where they need to improve • Communicate more effectively with coachees through Active Listening, better Questioning Techniques, Reflecting and Empathising • Build and Maintain Relationships that support the growth of coachees through Building Rapport, Developing and Maintaining Trust and Fostering Mutual Respect • Use Goal-setting technology effectively by understanding the Attributes of an Effective Goal and the impact of Efficacy • Give Effective Feedback to enhance coachee growth | <ul style="list-style-type: none"> • Know when to Develop people and when and how to Discipline • Create a climate of Participation, Openness and Discovery (POD), via coaching frequency and Follow-up/tracking • Adhere to the C.O.A.C.H. Coaching Process:
 <ul style="list-style-type: none"> C – Contextualise the situation O – Objective Setting A – Analyse the VISION/REALITY gap C – Considerations and Choices Howww? – Who will do What by When • Apply processes in order for coaches to: <ul style="list-style-type: none"> ▪ Problem solve ▪ Address poor performance/behaviour ▪ Announce change ▪ Delegate • Create their own Action Plan |
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And above all, HAVE LEVERAGE TO WANT TO APPLY IT!

WHO SHOULD ATTEND

5 Star Coaching[©] is aimed at anyone who is in a position that needs to bring out full potential and high performance in staff or those in value-added provider relationships. It is particularly useful and relevant for Middle Management, Supervisors, Team Leaders and Product Trainers.

WORKSHOP MATERIALS

All participants will receive:

- A Ring-bound 100-page Manual ▪
- A 5 Star Coaching[©] Profiling System ▪
- Printed 360° Feedback on 7 Coaching Areas ▪
- Process Application Reference Card ▪ Action Plan ▪



The 5 Star Coaching© program focuses on raising the impact of your coaching efforts. It is designed not only to teach effective coaching skills, processes and applications, but it also provides accurate assessment of current coach competence via a 110-question, 360° Feedback Mechanism.

PART 1

360° Feedback Mechanism

- One month prior the training
- Participants will be provided with 6 web links for the 110-question Coaching survey
- Participants use one link to complete the questionnaire and then distribute the other 5 links to current and/or previous coachees via a template 'Invitation' allowing 5-Days for completion
- Up-dates will be provided by New Horizons so reminders can be issued if necessary
- New Horizons' partner organisation will compile the data in readiness for the Coach training programme

PART 2

Module 1

Coaching Defined

- Gain clarity about what coaching is and what it is not
- Understand the developer role of the coach
- Identify the qualities of an effective coach

Module 2

Profiling Your Scores

- Understand the elements of the 5 Star Coaching© Profile Tool
- Know how to interpret your Feedback results
- Know how to plot your results
- Analyse the gaps in self assessment versus coachee assessment
- Understand how to compare your results against Top 10%, Bottom 10% and Average of Coaches from a database

Module 3

Communication Skills

- Understand the 3 core Communication Skills
 - Questioning Techniques
 - Active Listening
 - Reflecting (Empathising)
- Practice the 3 core Communication Skills in Role-play
- Plot Communication Skills feedback on Profiling Tool
- Review results and capture reflections
- Analyse actions needed for improvement in Cumulative Action Plan

Module 4

Building and Maintaining Relationships

- Understand the 3 core Relationship-Building Skills
 - Rapport Building
 - Building and Maintaining Trust
 - Developing Mutual Respect
- Practice the 3 core Relationship-Building Skills in Role-play
- Plot Relationship-Building Skills feedback on Profiling Tool
- Review results and capture reflections
- Analyse actions needed for improvement in Cumulative Action Plan

Module 5

Goal-Setting Technology

- Understand the 3 core Goal-Setting concepts
 - Dominant Picture
 - Flattening Out
 - Reticular Activating System
- Understand the 'Keystone' nature of 'Efficacy'
- Know 5 strategies to build 'Efficacy' in coachee
- Be able to set 'Effective' Goals
- Plot Goal-Setting Skills feedback on Profiling Tool
- Review results and capture reflections
- Analyse actions needed for improvement in Cumulative Action Plan

Module 6

Giving Feedback

- Understand the value of feedback
 - Positive Feedback
 - Negative Feedback
- Understand why feedback is a critical component of Goal Achievement and Managing Workplace Behaviour
- Understand negative impact of no feedback
- Be able to ensure productive response outcome from giving feedback
- Plot Feedback Skills feedback on Profiling Tool
- Review results and capture reflections
- Analyse actions needed for improvement in Cumulative Action Plan

Module 7

Coaching In Action (CIA)

- Understand when to Develop and when to Discipline to heighten coachee performance
- Create a climate of Participation, Openness and Discovery (POD) for coachees
- Get the frequency 'right' for both formal and informal coaching

Module 7

CIA continued...

- Understand the value in tracking and follow up to create structure for the coachee
- Plot CIA feedback on Profiling Tool
- Review results and capture reflections
- Analyse actions needed for improvement in Cumulative Action Plan

Module 8

The Coaching Process

- Understand the C.O.A.C.H. Coaching Process and its logic:
 - C** – Contextualise the situation
 - O** – Objective Setting
 - A** – Analyse the VISION/REALITY gap
 - C** – Considerations and Choices
- **Howww?** – Who does What by When
- Understand how to bridge VISION/REALITY gap
- Understand 'Effective Decision' facilitation process and practice in Role-Play
- Plot Goal-Setting Skills feedback on Profiling Tool
- Review results and capture reflections
- Analyse actions needed for improvement in Cumulative Action Plan

Module 9

4 Common Applications & Video

- Use C.O.A.C.H. to deal with 4 common Business Applications via Role-plays
 - Problem Solving
 - Addressing Poor Performance/Behaviour
 - Announcing Change
 - Delegating
- Video Role-plays and review

Module 10

Action Planning

- Compile Cumulated Action Plan to create a goal and action plan for coaching improvement – not negotiable!

PART 3

360° Feedback Re-Test (Optional)

- 90-100 days post-training
- Participants will be provided with 6 new web links to repeat the process for the 110-question Coaching survey
- A further half day review of results and tweaking skills can be facilitated or...
- An interpretation booklet will accompany results for self analysis by coaches
- This component creates motivation for participants to hone their skills
- It also gives vital feedback to the organisation on future steps