AMA2506 Coaching Certificate Program Training

Duration: **2 Day**

BILGINC IT Academy
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Get skills for coaching employees to improve the effectiveness of individuals and teams!

What if you could become an inspiring leader capable of garnering trust and prompting action?

During times that would challenge even the most resilient and experienced leaders, it has never been more important to have an arsenal of tools, techniques and best practices for coaching employees to excel. This hands-on course gives them to you—from analyzing the cause of subpar performance to creating a climate for effective employee coaching and learning...from giving feedback to handling difficult responses to coaching. You'll leave this course more aware of your personal habits, styles and preferences when you are coaching employees, and will master new strategies using assessments, role plays and exercises.

Certificate Programs include additional post-course resources:

- On demand lessons to reinforce key skills
- Best practice skill refreshers
- Articles offering practical tips and tactics

Who Should Attend?

Team leaders, managers and executives.

What You Will Learn

- What leaders do...why leaders need to be coaches
- Coaching by leaders vs. coaching by managers
- Conducting your leadership assessment
- Using the facilitative approach to coaching
- Tapping into your emotional intelligence (EI) and EI of others
- Practicing the skills of an ethical and inspiring leader
- Building a culture of trust up and down across the organization
- Flexing your communication styles when coaching
- Practicing conducting coaching sessions
- Understanding and leveraging your teaching style
- Using the AMA GUIDE to Coaching Model
- Experiencing what it's like to be coached using the GUIDE Model
- Enabling the change process
- Coaching a team: participating and witnessing a team-coaching session

Training Outline

Learning Objectives

- Describe Why Leaders Must Be Adept at Coaching

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- Be an Intuitive Listener
- Build a High-Performing Team That Trusts You
- Describe the Two Phases of the Coaching Process
- Be a Teaching Leader Who Empowers Their Team
- Use the Four Communication Styles Flexibly
- Conduct Great Coaching Sessions Using Excellent Open-Ended Questions

Coaching and Leadership

- Define Coaching
- Understand the Distinction Between Coaching by Leaders and Coaching by Managers
- Be Inspired by the Business Case for Coaching
- Give Yourself a Preliminary Leadership Assessment

Introduction to Coaching as a Leader

- Understand the Straight A's of Coaching
- Learn and Begin to Use the Facilitative Approach to Coaching
- Comprehend the Relevance of People, Performance and Process
- Better Tap into Your Emotional Intelligence and the EI or EQ of Others

Five Foundational Skills

- Be an Ethical, Inspiring Role Model
- Learn and Embody the Platinum Rule
- Build a Culture of Trust
- Become an Excellent, Intuitive Listener
- Understand the Nuances of Having a Dialogue

Teaching and What's Your Style?

- Teach Your Managers More
- Alter Your Style to Better Interact with Others

GUIDE: Understanding the Current Situation

- Learn the First Three Parts of the AMA GUIDE to Coaching Model
- Practice Coaching These First Three Parts
- Experience What It's Like to Be Coached Using the GUIDE Model

GUIDE: Enabling the Change Process

- Understand the Last Two Parts of the GUIDE Coaching Model
- Practice Coaching These Last Two Parts
- Debrief on How It Went and Discuss Lessons Learned and Areas for Additional Improvement

Full GUIDE Round and Team Coaching

- Experience a Full GUIDE Coaching Round (as a Coach and a Person Being Coached)
- Learn Best Practices for Team Coaching
- Participate in or Witness a Team Coaching Demo