

Coaching Skills to Drive Results

A 2-day training course for corporations, government organizations, and medium-sized enterprises

Course Objectives

- Understand the importance and benefits of coaching to individuals and organizations
- Apply the Social Styles Model into coaching so as to enhance coaching effectiveness
- Discover best techniques in persuasion that will help influence, motivate, and inspire others to perform better
- Master effective coaching and mentoring techniques to boost performance
- Explore on strategic goal-setting in developing a comprehensive KPI monitoring plan

Who Should Attend

Middle and senior managers from all management fields, both technical and non-technical

Module Outline

Module 1: Introduction to Coaching

- Differences between a coach, mentor, and a boss
- Purpose and benefits of coaching to individuals and the civil service
- The attributes and skills of an effective coach

Module 2: Persuasive Skills for Advanced Coaches

- Applying the Social Styles Model into coaching
 - Coaching the Analyticals
 - Coaching the Drivers
 - Coaching the Amiables
 - Coaching the Expressives
- Applying psychologist Robert Cialdini's six principles of persuasion into coaching

Module 3: Coaching Techniques for Organization Leaders

- GROW; CLEAR; SOAR; ARROW; POWER; CREATE; ACHIEVE; 5A; and Curbstone Coaching Models

Module 4: Strategic Goal-Setting for Advanced Coaches

- OKR Goal-Setting (adopted by companies such as Google, Spotify, Twitter, Airbnb and LinkedIn)
 - Core concepts & benefits
- OKR template
 - Application of the OKR template
- Theory of Change (TOC) approach
- Applying the Porter's Five Forces in goal-setting

Module 5: Developing a Comprehensive KPI Monitoring Plan

- Set goals (as learnt in Module 4)
- Set relevant performance assessment metrics & tools
 - Deliverables & milestones
 - Usable template
- Performance follow-up
 - Applying coaching techniques
 - Pareto Principle