

Solve- Coaching for Performance

Duration - 1 Day

SESSION 1 (0900 - 1100 HRS)

Course Introduction and Participant Expectation

What is Coaching?

Role of a Coach

- Coaching Vs other practices

Understanding **SOLVE©**

- Mock Coaching conversation demo

SESSION 2 (1115 - 1300 HRS)

Seeking Information and preparing

- **Seek** the data, find out the story behind the numbers
Working on behaviors, not numbers

Observing and defining outcomes

- **Observe**, define the **outcome** and real need behind the need
The Probing Triangle

SESSION 3 (1400 - 1600 HRS)

Listening

- Be a reflective listener
- Effective notes taking while Coaching

Value adding and creating insights

- When you **Value-add**, creat insights, get the client to think new solutions
- Creating insights using stories

SESSION 4 (1615 - 1800 HRS)

What is feedback?

- Types of Feedback
- Judgemental Vs Behavioural feedback

The SBI process

- Mock demonstration
- Paired practice session

Evaluation

- The critical parts of an Action Plan
- Documenting and Follow-up Practices
- Paired practice round

Practice Coaching conversations

- Paired practice session

Personal Action Plan

Summary & Close

Course Contents Leading and Developing Others

Day 1

SESSION I (0900 – 1045 HRS)

INTRODUCTIONS AND ICEBREAKING

Get participants comfortable.

Understand the expectations and set objectives of the workshop

Establish the SOLVE© framework in Leadership

SESSION II (1115 - 1300 HRS)

MODULE 1: SEEK – GATHERING INFORMATION AND DOING A SELF-AUDIT

Top Competencies of a Leader

Competency defined

Syndicate / Brain storming exercise – Q – ‘What will make you successful as a Leader?’

Competency self-assessment

Role of a Leader

Three key responsibilities

Leader v/s manager – who would you like to be?

Sensitize participants to the importance of Leadership in the current scenario

SESSION III (1345 – 1545 HRS)

MODULE 2: OBSERVE AND DEFINE OUTCOMES

Understand the Performance Management System

Setting SMART goals – Practice session

The Communication Triangle

Ask Vs Tell in goal setting

SESSION IV (1600 - 1800 HRS)

PERSONAL LEADERSHIP STYLE INVENTORY

Introduce participants to different Leadership styles

Analyse individual leadership styles

LEADERSHIP STYLES AND ADAPTABILITY

Understand Situational Leadership and analyse different styles of leadership.

Develop an insight into one's own style of leadership

Range and style adaptability: relate leadership styles in day to day situations and their implications for self-development, set goals

EVENING ASSIGNMENT – Prepare Development Plans For One Team Member

Day 2

SESSION I (0900 – 1045 HRS)

REVIEW DAY -1

Review areas covered on Day –1

Update Individual Action Plans based on learning thus far

DEVELOPING PEOPLE

Need for developing team members

Applying SLT in development

Tracking & monitoring individual development & progress

Linking to Top Talent retention

DELEGATION: AN EFFECTIVE TOOL TO DEVELOPMENT

What is delegation

Delegation process: Who, when, and how to delegate

What should be delegated: Applying Time Management Matrix

SESSION II (1045 - 1200 HRS)

MODULE 3: LISTENING AND CRUCIAL CONVERSATIONS

Reflective Listening practice session

Listening and Conflict Management

Seeking Feedback

SESSION III (1200 – 1300 & 1345 – 1500 HRS)

MODULE 4: VALUE-ADD – CREATING NEW INSIGHTS

Influencing people to change

Leading 1X1 Coaching conversations

Introduction to the Business of Paradigms

Changing global trends

The going back to zero principle

SESSION IV (1500 - 1800 HRS)

MODULE 5: EVALUATE AND FOLLOW-UP FEEDBACK AS A DEVELOPMENT TOOL

Types of feedback

Giving feedback – The ABC Model

Paired Practice

SESSION III (1600 – 1800 HRS)

MOTIVATING AND ENGAGING THE TEAM

Using the Bright Spot philosophy

Using Fun at work in Employee engagement

Set high expectations and task achievements through Team Members.

How positive or negative reinforcements can affect motivation and task accomplishment

PERSONAL ACTION PLAN SUMMARY AND CLOSE