

Friesen, Kaye and Associates



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The Experts in Knowledge Transfer
and Workplace Performance

Coaching High Performance

If you are a competent and experienced facilitator who wants to take your skills to the next level, this program is designed for you! Learn facilitation skills that will maximize learner engagement and retention during your programs and increase transfer of their new skill and knowledge back to the job. Develop facilitation techniques to effectively manage group dynamics and the learning environment. Discover your preferred facilitation style and learn how to adapt it. Polish and adapt your questioning techniques as you lead a practice lesson and receive feedback and coaching from your FKA facilitator.

Who Should Attend?

- Managers, directors, supervisors, or team leaders who want to improve employee performance
- Senior learning staff and performance consultants responsible for assisting management with performance and productivity improvements.

Key Benefits

1. Use effective coaching to leverage formal learning and improve ROI for your organization.
2. Develop coaching strategies to continuously improve day-to-day operations.
3. Practice your new coaching skills in a series of realistic situations.
4. Get expert individual feedback as you build your coaching skills.
5. Return to work ready to immediately apply your new coaching skills and strategies to help employees improve their job performance.
6. Take home a comprehensive manual packed with jobs aids and reference materials that will help you address future performance issues.

Post-Learning Support

Complimentary Post-Learning Support:

- Transfer Strategy: one-hour online, live-facilitated session (2-3 weeks post program) to maximize and reinforce learning.
- One-Year Hotline: as a participant in an FKA program you are entitled to post-learning support and you are encouraged to connect with us to discuss lessons learned; successes; challenges; and best practices.

*"Polished workshop which I will recommend to other coworkers. I can't wait to take another FKA workshop."
R Bocker G.M. Powertrain*

Instructional Techniques

Objectives

Upon successful completion of this program, you will be able to:

- Identify the benefits, characteristics and methods of coaching.
- Explain the roles and nature of coaching.
- Identify your current abilities as a coach.
- Describe why and how people learn.
- Create a coaching plan.
- Use a coaching process to increase learning transfer and performance.
- Create rapport with coachees.
- Listen for understanding.
- Use effective questions in a coaching situation.
- Generate awareness and responsibility in coachees.
- Provide reinforcing and constructive feedback to coachees.
- Achieve agreement.
- Identify guidelines for effective distance coaching.
- Identify problem-solving approaches and related techniques to help coachees overcome obstacles.
- Facilitate coaching meetings.

Agenda

Day One

- Principles and Practices
 - Benefits, Skills and Attitudes
 - Learning Styles
 - Coaching Styles
- Roles and Methods
 - Coaching High Performance Model
 - Learning Transfer and Performance

Day Two

- Coaching Skills
 - Observing and Creating Rapport
 - Listening
 - Questioning
 - Feedback
 - Agreement
- Distance Coaching
- Problem Solving Models
- Conclusion

