



“Building awareness and responsibility is the essence of good coaching.”

- John Whitmore, Coaching for Performance

“Coaching is unlocking a person’s potential to maximize their own performance. It is helping them to learn rather than teaching them.”

- Tim Gallwey, The Inner Game of Tennis

COACHING is the skill of the 21st century. It is an essential skill, as at its core is the ability to tap the capacity of each individual. Coaching is more than being a helper. Coaching promotes stretching both the individual and the team to reach its potential. It is a journey that never ends. It is creating the reality you want for your team. It is being a servant, a performance leader, a catalyst, and a communicator, all rolled into one. And, it is not easy.

WHAT IS THE PEER COACHING WORKSHOP?

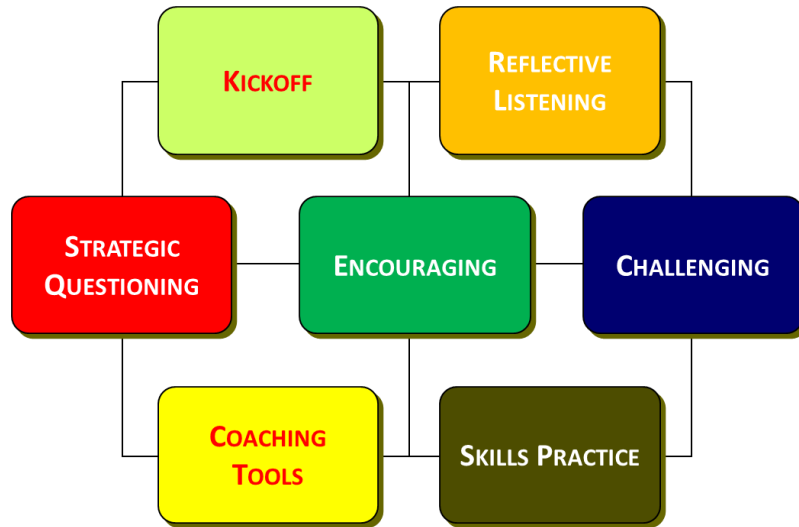
PEER COACHING is a dynamic workshop, designed to help those who fulfill the role of coaches, whether they be managers, supervisors, team leaders or individual contributors become catalysts of positive change. As a consequence, organizations will empower their people, and maximize the potential for peak performance.

Through active involvement in this experiential workshop, participants will:

- Practice the critical communications skills of effective coaches.
- Apply the key skills of Reflective Listening, Strategic Questioning, Encouraging, Challenging as the focal point of working with their people.
- Develop practices to continually reward and bring out the best in others.
- Create a process for collaboration that consistently ensures win- win outcomes, and builds trust and value in the coaching relationship.
- Develop action plans for self-development and continuous team improvement.

The PEER COACHING workshop is dynamic, employing video, experiential exercises, and a variety of activities that promote learning and application to the job.

WORKSHOP COMPONENTS



TARGET POPULATION

All team members, team leaders, mentors, and individual contributors who influence change through others.

COURSE LENGTH

1-1½ day in Person
Four Sessions via VIRTUAL

BENEFITS of PEER Coaching

PEER Coaching is a fast-paced professional development experience.

Participants will:

- Learn and develop the principles of effective coaching including inspiring commitment, creating a supportive climate, making learning a priority, and celebrating success.

- Develop skills essential in providing feedback so that it is accepted and used.
- Create an open, supportive environment where respect, self-improvement, and effective two-way dialogue forms the foundation for ever greater personal and organizational excellence.
- Establish a collaborative team culture
- Use methods to ensure that team members take responsibility for their own professional growth.

WHAT PEOPLE ARE SAYING

“Workshop exceeded my expectations”

“Definitely would recommend to others, especially upper management”

“Open this workshop to ALL staff, not just managers and team leaders.”

FEATURING

- Coaching Skills On-Line Learning Bursts
- Skill guide card for Reflective Listening, Strategic Questioning, Encouraging, Stretch Challenge
- Coach’s Personal Action Plan
- Video

ONE TO ONE CX
Energizing Culture, Coaching and Customer Experience