



“People who are coaches will be the norm. Other people won’t get promoted.”

- Jack Welch, Past Chairman – General Electric

“To create a high performance team, we must replace typical management activities like supervision, checking, monitoring and controlling with new behaviors like coaching and communicating.”

- Ray Smith, Retired CEO – Bell Atlantic

“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 REACH WORKSHOP?

REACH – Coaching Performance Excellence™ is a dynamic two-day workshop, designed to help those who fulfill the role of coaches, whether they be executives, managers, supervisors, or team leaders become catalysts of positive change. As a consequence, organizations will empower their people, and maximize the potential for peak performance.

Through active involvement in the REACH workshop, participants will:

1. Explore the roles, challenges, and parallel journeys of today’s coach and coachee.
2. Learn and internalize ten practices used in coaching performance excellence.
3. Practice the critical communications skills of effective coaches.
4. Apply the key skills of Reflective Listening, Strategic Questioning, Encouraging, Challenging as the focal point of working with their people.
5. Develop practices to continually reward and bring out the best in others.
6. Create a process for collaboration through Focus Coaching that consistently ensures win- win outcomes, and builds trust and value in the coaching relationship.
7. Develop action plans for self-development and continuous team improvement.

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

WORKSHOP COMPONENTS



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.”

“I will implement FOCUS Coaching right away!”

TARGET POPULATION

Managers, supervisors, and team leaders at all levels, who are responsible for influencing change through others. Also for non-managers to improve peer coaching and mentoring skills.

COURSE LENGTH

Two Days

BENEFITS of REACH

REACH 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 where team members, together with their coach, agree on goals and objectives that contribute to your organization’s strategies.
- Use methods to ensure that team members take responsibility for their own professional growth.

FEATURING

- **REACH Principles:** Respect, Educate, Aim, Collaborate, Heart
- Coaching Self- Assessment
- Coach’s Personal Action Plan
- Skill guide card for Reflective Listening, Strategic Questioning, Encouraging, Stretch Challenge, Performance Challenge and Focus Coaching
- Video
- Train-the-Trainer for Facilitators, and a complete Facilitator Kit are also available.

ONE TO ONE CX
Energizing Culture, Coaching and Customer Experience