



# Coaching to improve performance

A key differentiator in the success of your contact centre is the extent to which your Team Leaders can deliver effective coaching every day. This hands-on course develops the practical skills required to motivate and accelerate growth in team members. Your people will be upskilled to deliver effective, tailored coaching conversations and interventions to maximise efficiency and drive performance.

## BENEFITS TO YOUR BUSINESS

- Effective coaching can bring many benefits. With an improved knowledge base and the application of new skills, your team leaders can hold more successful coaching sessions.
- Good coaching allows you to get the most out of your employees and helps you to retain top talent.
- The delivery of high-quality products and services is more likely when employee performance is developed.
- Contact Centres are continuously changing. Coaching helps keep pace with change, ensuring business performance is not adversely affected.
- Empowered staff have a greater ability to make decisions and help customers, enhancing relationships and improving business performance.

## WHO SHOULD ATTEND?

This course will be of benefit to all managers, team leaders and supervisors who want to develop their understanding and skills in coaching.

## LEARNING OUTCOMES

**By the end of the workshop you will be able to:**

- Understand of the core skills of coaching and mentoring and the benefits to your role.
- Identify what makes a true coaching experience and assess what you need to do to be more effective.
- Understand the effectiveness of a coaching approach when structuring meetings with team members.
- Experience a coaching conversation in the role of coach.
- Understand recent changes in coaching and mentoring practice and how these could benefit your coaching relationships.
- Create a plan to effectively implement and monitor coaching in your workplace.



## WORKSHOP OUTLINE

### Definition of coaching

Explore our definition of coaching and introduce the GROW coaching model and the coaching spectrum.

### Four stages of competence

Introduce and work with the Four Stages of Competence model, identifying ways to coach effectively to maximise development and performance at each stage.

### Coaching techniques

Work with the Skill vs. Will matrix and Motivational Theory to determine the best influencing style and coaching approach to build confidence and performance in the coachee.

### Best practice

Develop our skills and introduce best practice in giving effective and constructive feedback and encouraging a Growth Mindset within the coachee.

### The GROW coaching model

Introducing the GROW coaching model and its four-step structure for a coaching session, working with the coachee to raise awareness and responsibility.

### Listening and questioning

Develop next-level listening skills and effective questioning techniques to maximise the impact of the coaching process.

### Hands-on coaching

Using work-based coaching scenarios, conduct 3-way mini coaching sessions as Observer, Coach, and Coachee, providing feedback and observations within the group.

### SMART goals – Specific, Measurable, Agreed, Realistic, Time-bound

Introduce the concept of SMART goals and work at setting coaching goals as part of the development process.

