

COACHING JOB SKILLS

VITAL LEADERSHIP



The team's performance is crucial to the success of the department and of the organization, but a team can't be successful if each member hasn't been coached and developed as a contributing part of the team. The secret to a flourishing team is coaching both the team and individual team members.

JOB SKILL COACHING BRINGS SUCCESS

A manager's coaching skills have a direct effect on team performance and business results. Managers who care enough to help and train their team members elicit cooperation, encourage team member confidence, create more successful business units and improve the organization's success.

The Vital Learning Coaching Job Skills™ program teaches team leaders and managers how to successfully coach team members in their jobs, as well as how to widen the breadth of team members' skill sets.

Coaching isn't just showing employees how to do something; it involves observing, analyzing, demonstrating and providing feedback to ensure a team member's success and skill development. Coaching is a proactive process of developing relationships with team members — relationships that ultimately can build the trust and respect that create the foundation of thriving, successful organizations.

Coaching Job Skills teaches managers a process of observation, analysis and communication to help them learn how to effectively coach team members. The program teaches managers how to identify performance problems, which performance problems can be resolved by coaching and how to solve performance problems. By carefully planning one-on-one discussions, managers can support and improve each team member's commitment to achieving results.

Throughout the course, managers review video presentations and case studies, participate in group discussions, practice new skills, and receive immediate feedback. The program provides them with implementation tools, a troubleshooting guide and additional resources to help them apply the skills they have learned on the job.

ESSENTIAL COURSE MATERIALS

Coaching Job Skills is available in classroom, eLearning and blended formats to accommodate any organization or type of business. Each course includes the following course materials:

Facilitator Guide

- Provides complete instructions about how to conduct the course
- Supplies explanatory information for the trainer, sample trainer narrative, transcripts of video segments and facilitation notes
- Includes the facilitator resource CD, which contains a PowerPoint presentation, additional resources, reproducible pages from the facilitator guide and a participant workbook

Participant Workbook

- Provides exercises, forms, skill practice aids and a video synopsis
- Offers a job aids section with tools and resources for applying course skills
- Includes a Memory Jogger Card™, which gives leaders a handy reminder of the course's skill points

Video

- Presents an introduction followed by a scenario depicting positive use of the program's skill points
- Provides video segments that focus on modeling positive behavior for skill practices
- Offers scenarios for both office and industrial/other settings



BENEFITS OF COACHING JOB SKILLS

Organizations can offer the course in the format that works best for them — classroom, eLearning or blended.

Program is designed for six to 18 participants to complete in four hours.

Course participants receive hands-on experience practicing the program's skills and methods.

Participants learn what coaching is, why it is important, and how it supports individual and company goals.

Participants will learn how to identify performance problems and which performance problems can be resolved through coaching.

Participants learn how to prepare for a coaching session by using observation and analysis to build a plan for successful dialogue with a team member.

Participants learn how to conduct a coaching conversation that improves an individual's performance and increase productivity.

Participants learn to use coaching as a way to build a valuable sense of teamwork with team members through communication, shared goals and collaboration.

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