

## High Performance Coaching Overview

What is coaching? What is the impact of a coach? What are the key skills needed to achieve the greatest level of team performance? What is the process for developing your team members? How do you find time to coach?

*High Performance Coaching* is a **one-day** seminar that answers these questions and many more. This program equips managers with processes, tools, and skills to ensure team members develop to their full potential. Core modules are described below.



### Other-Centered Leadership

Your approach to leadership and your leadership style are the foundation for becoming a successful coach and ultimately affect every facet of your coaching performance. Are you an effective leader? Is your leadership style inhibiting your ability to develop a team? In this interactive workshop, you will gain insight and skills to improve your ability to lead.

#### As a result of this module, participants will:

- Learn how the most effective leaders approach their teams and how your leadership style ultimately determines your coaching effectiveness.
- Learn the misconceptions about leadership and see the impact of adopting an other-centered leadership style.
- Evaluate your leadership style to determine your personal gaps and learn the necessary steps to becoming an effective, other-centered leader.
- Practice newly developed skills through entertaining and powerful leadership simulations.

## Intrinsic Motivation (Creating the Desire)

Often in call centers or inside sales organizations, turnover is high and employee engagement is low. The desire to excel is just not there, and most coaches accept this fact as a part of call center management. It doesn't have to be. You can build a highly motivated team. And if you don't, you will face the unenviable task of **making** people work every single day.

Simply put, without the desire to achieve, coaching is impossible and overall performance will always be low. Therefore, coaches must develop the desire to excel in every member of their teams.

### As a result of this module, participants will:

- Learn the multiple types of motivational strategies and how **intrinsic motivation** has the greatest impact on your team's performance.
- Discover how to determine what uniquely motivates each team member and how to tie job performance to what **team members are passionate** about.
- **Assess your personal style of motivating** and determine your team's level of desire.
- Learn a five-step **goal-setting process** to ensure all employees develop a vision for what they can accomplish — both personally and professionally.
- Become skilled at empowering team members to understand the importance of **their role** and their contribution to the success of the organization.
- Learn to quickly **identify those team members who cannot be motivated** and therefore will always inhibit the overall team's performance.

### Questions Addressed in This Module:

- Can I motivate everyone? What about people who have no desires?
- What do I do about the people on my team who are dragging everyone else down?
- How do I motivate people without providing incentives? Are current incentives ineffective?
- How do I stay motivated when sometimes I just get burned out?

## Interpersonal Skills

As a coach, your behavior makes the greatest impact. In other words, if you want your service or sales reps to develop their interpersonal skills with the customer, you must first demonstrate those same skills. Interpersonal skills are not only essential in developing a positive relationship with your team, but also are the grease that makes the coaching engine run smoothly.

### As a result of this module, participants will:

- Gain insight into fundamental **communication principles** that are at the heart of every healthy and productive relationship.
- Improve **questioning skills** to discover performance barriers and team members' honest feelings and opinions.
- Enhance trust by evaluating, managing, and learning to make deposits in your team's **trust accounts**.
- Improve your ability to **build rapport** by recognizing and adjusting your approach to the four relating styles and meet your employees' greatest emotional needs.
- Learn a **sales and service skills methodology** for enhancing the performance of your team.

## 6-Step Coaching Model

Is there a process to coaching? What's the best way to approach and conduct a coaching session? We have tested the Aslan coaching model in thousands of coaching sessions, and it *works*. It provides a simple, easy-to-follow methodology for developing every level of performer.

### As a result of this module, participants will:

- Learn our **6-step coaching model** that ensures team members see the need for change, are willing to change, know how to change, and believe they can change.
- Develop the skills to **accurately assess and prioritize** skill gaps.
- Gain insight into diagnosing and responding to the **five psychological barriers** to performance improvement.
- Learn to shift the responsibility of development from you, the coach, to your team members and **cut coaching time in half**.
- Accurately prescribe the appropriate **skill development exercise** provided in your High Performance Coaching workbook.
- **Practice coaching skills** by listening and assessing actual calls.

## Becoming a Versatile Coach

Every coach is faced with a diverse team — different levels of skill, varying levels of desire, and unique learning styles. If we approach every team member the same way, effectiveness will be diminished. Highly effective coaches are versatile coaches.

### As a result of this module, participants will:

- Learn how to uniquely approach each of the **four distinct learning styles**.
- Understand the **six levels of skill development** — from unconsciously incompetent (level 1) to forming a new habit (level 6) — and explore ways to recognize skill levels and develop appropriate strategies for each stage of development.
- Respond successfully to **specific coaching challenges** (e.g., team members who are unreceptive to change, behavior problems).
- Adjust your **coaching strategies** to address both **technical** (knowledge) and **skill** gaps.

## Performance Management

In addition to improving your skills as a leader and coach, we will address systems and strategies to enhance your team's performance.

### As a result of this module, participants will:

- Become a **strategic coach** — learn when and where to invest your time to achieve the greatest results.
- Establish **other-centered performance agreements** to ensure personal and corporate goals are aligned, scoreboards are established, a plan is defined to achieve the objective, and all aspects of team members' roles are clarified.
- Implement Aslan's two-phase **continuous education program**, which spells out every aspect of developing the skills of your entire team.
- Create a personal development plan (PDP) for each team member.
- Enhance your **productivity management systems** to improve the ability to track and measure key data points and behaviors.

## Tools You Will Leave With

Here is a list of all the reference guides, templates, and additional content included in the tool kit of your High Performance Coaching workbook:

- Coaching assessment forms
- Personal Development Plan (PDP)
- Self-assessment form (assists reps in their personal development plans)
- Template for conducting team meetings
- Skills development exercises for common skill gaps
- Instruments to assess communication and learning styles
- Performance agreements
- Hiring guide