



# Coaching Skills for High Performance

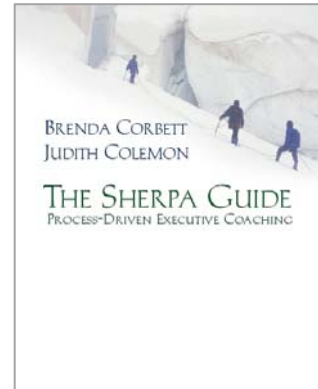
Executive Education at the  
University of Georgia  
Gwinnett Campus  
November 2-4, 2009

**Instructors:**

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This challenging 20-hour workshop is taught by one or both authors of "The Sherpa Guide: Process-Driven Executive Coaching". You'll learn exclusive leadership techniques that are defining the coaching industry, and the mindset that makes them powerful tools for change. This class is 'all business' and very practical.



**Course description:**

In a dynamic environment, where new leaders must be developed all the time, in-house coaching can make new hires successful, enable promotions and rescue careers. The 'coaching leader' guarantees stability and success in any organization.

**This class includes:**

- proven methods for removing resistance to coaching,
- a clear-cut way to create time for coaching and
- diagnostics that guide the coach to optimum effectiveness.

Great leaders always master clear delivery of expectations. The course will offer a detailed process for creating clear expectations that leaders can teach inside their organizations.

When accountability is a positive force in the workplace, everyone works to their full potential. The course includes ways to build the constructive accountability that makes teams thrive.

**Why do leaders learn to coach?**

- 85% want to sharpen the leadership skills of high potential individuals.
- 70% need to correct behavioral problems.
- 65% want to ensure the success of new, or just-promoted managers.
- Leaders who learn coaching skills become 55% more effective, overall.



# Coaching Skills for High Performance

## Working Agenda

### Day One:

#### *Creating a Coaching Environment*



8:15

The Sherpa: Himalayan guides show a perfect way to develop leaders.

Part One: DiSC and communication styles



10:15

Part Two: What Makes a Good Coach?  
The Manager's Role as a Coach



12:00 Lunch



1:00

Part Two: What Makes a Good Coach? (continued)  
The Art Of Listening  
Framing the Sherpa Question: skillful, confident coaching conversations

### Day Two:

#### *Workplace Coaching: Tools*



8:15

Part Three:

Coaching Moments - the Toolbox  
QTIP  
Separate the Person from the Issue  
Listen, Think then Communicate  
Three Sentence Rule  
I am right, but I am wrong



12:00 Lunch

#### *Process Models for Coaching*



1:00

Part Four: Expectations Process  
Weakness Mountain  
Expectation Mountain

### Day Three:

#### *Getting Results: Coaching That Sticks*



8:15

Part Five: Accountability  
Accountability House  
What do I need to work on?

#### *Long Term Results: Sustainable Coaching*



10:00

Personalizing the process: Coaching styles  
Action Plans for Managers  
Summary and conclusions



11:45 Class ends