

CONTENTS

PRE-PLANNING AND PREPARATION 1

- Workshop Agenda 2
- Using This Guide 5
- Workshop Audience and Rollout 7
- Room Requirements, Materials, and Supplies 8
- Planning and Setup Tips 11
- Effective Facilitation Tips 14
- Participant Pre-Work 16

MODULE 1: COACHING FOR COMMITMENT 17

- Welcome 19
- My Coaching Definition 23
- Coaching for Commitment Culture 27
- Great Expectations 31
- Coaching for Commitment 33
- Overall Goal 37

MODULE 2: THE COACH ROLE 39

- Module 2 Objectives 41
- Coaching Skills Inventory 45
- Shift Happens 51
- Coach Role 57
- Simply Uncoachable 63
- Know Your Options 65

MODULE 3: THE COACHING PROCESS 67

- Module 3 Objectives 69
- Focus on Coach Role 71
- Coaching Prism 73
- The Big Picture 77

MODULE 4: TRUST 79

- Module 4 Objectives 81
- Trust Me! 83

Establishing and Maintaining Trust 85

Respectful Versus Disrespectful 87

Level of Trust 89

MODULE 5: THE INDICOM COACHING MODEL 91

Module 5 Objectives 93

The InDiCom Coaching Model 95

Recap 99

Coaching Demonstration 103

Coaching Circle 107

Video Coaching Scenarios (Optional) 115

End of Day 125

MODULE 6: CLEAR COACHING SKILLS 127

Total Recall 129

Module 6 Objectives 131

Difficult Decisions 133

Using CLEAR Coaching Skills 135

CSI—My Coaching Skills Gap 143

Challenge 145

Listen 153

Encourage 157

Ask 161

Refine 167

What You Should Know About CLEAR 173

Practice, Practice, Practice = Coach 175

MODULE 7: PLAN TO COACH 183

Module 7 Objectives 185

Plan to Coach 187

Coach! 189

Debrief 193

Performance Coaching Conversations 195

MODULE 8: CREATING A COACHING FOR COMMITMENT CULTURE 201

Module 8 Objectives 203

Creating a Coaching Culture 205

MODULE 9: BE THE COACH! 211

Module 9 Objectives 213

Commit to the Shift 215

Coaching for Commitment Action Plan 219

Coaching Rediscovered 221

Celebration Circle 223

References 227

About the Authors 229

How to Use the CD-ROM 233

