

Coaching for Success

Coaching for Success provides managers, supervisors, team leads and mentors with the knowledge and skills necessary to assess, plan, and carry out a performance coaching dialogue with an employee or person being mentored. Additionally, this course provides techniques for ongoing performance feedback and skills for recognizing a coaching opportunity. It will encourage students to become involved, on an ongoing basis, with the performance growth of other employees to develop and enhance their skills. At the end of the course, students will participate in a simulated coaching dialogue to practice applying these skills in a typical coaching situation.

Price	\$130 Nonmembers / \$95 Members
Course Credits	AIB: 0.25 ; ICB: 0
Prerequisites	None
Required Software	None
Optional Software	Adobe Acrobat Reader and RealPlayer

Audience

Bank personnel responsible for coaching others with or without a reporting relationship. This could include managers, supervisors, team leaders and mentors.

Learning Objectives

After completing this course, students will be able to:

- Differentiate coaching, by goals and methodology, from corrective feedback
- Explain the benefits of coaching and the potential consequences of not coaching
- Recognize a coaching opportunity
- Describe resources and processes that your employer provides in support of coaching
- Prepare a plan for a coaching session
- Demonstrate listening skills appropriate to a coaching dialogue
- Perform a coaching dialogue