

JoAnn R. Corley

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**Workshop Title:**

**Manager as Coach – Managing From the Inside Out**

### **Introduction**

The world of work is changing. There are more demands on management than ever before! Yet, managers being adequately trained to effectively deal with these challenges are few and far between.

Many organizations are finding that the old command and control model of managing and antiquated forms of “discipline” are no longer working and are migrating to an updated model of management that involves coaching, mentoring and educating.

This workshop equips attendees to be successful, competent managers in this new demanding and diverse 21<sup>st</sup> century workplace, providing the know-how and practical techniques that can be immediately applied to their real time situations for the reality of today’s workplace.

Attendees will learn high-impact principles that get results as manager-coach. Also they will learn a unique and effective coaching model that can be implemented in any organization and also provides a performance management tool for effortless performance appraisals while tying performance to business objectives.

This coaching model is also very useful to gain an answer to this very important question, “Is this employee coachable?”

Additionally, the workshop will provide information on how to motivate employees, how to understand how they operate via an very easy to use personality profile and to customize your coaching accordingly.

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## Outline:

1. What is coaching?
2. What are qualities of an effective coach?
3. **21<sup>st</sup> Century Management** – An Update Model for Managing and Coaching
  - a. –Wheel vs. hierarchal (envision a bicycle wheel)
4. **Principle Centered Management**
  - 11 Power Principles that insure management success and produce high performance outcomes, which includes coaching, what is it, what are the qualities needed to be an effective one.
    - 1) Coach up or coach out
    - 2) Tight accountability equals higher performance
    - 3) Strengths to excess vs. weaknesses
    - 4) Best fit approach to hiring
    - 5) C.P.R. – compliments, praise & recognition
    - 6) Walk the talk
    - 7) Coach to outcomes
    - 8) Empower vs. enable
    - 9) Delegation in an opportunity to coach and empower
    - 10) The P.I.C. formula for understanding internal motivation
    - 11) Coaching is critical
5. **Do you know whom you're coaching?**
  - The SELF profile – an easy to use personality tool to learn how people operate and why they do what they do...and by the way...sometimes people are necessarily difficult, they are just different. Will first be delivered in the form of animals...what kind of animals comprise your team?... lions/lambs/owls/chameleons?
  - Are they coachable?

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## 6. Coaching for performance – formal & informal coaching

### *Informal*

- Lbs / Nts
- C.P.R.
- The picturing technique

### *Formal – The Self-Persuasion Model of Coaching*

- a coaching method to implement formal coaching by managing performance through-out the year...virtually eliminating painful and useless annual appraisals.
- this method leads an employee with their own sense of reasoning through a situation – so that they can draw their own conclusion and construct their own action plan. It is designed for the employee to feel the sense of ownership and responsibility for a situation vs. the manager.
- the coaching model includes: assess, determine desired outcome, options to do so, values/principles, benefits to meeting out come, alternatives if outcomes aren't met, action plan, access...
- a great tool to find out the all important question... “who is really coachable!”

*Note: This could be a 1 or 2 day program*