DALE CARNEGIE®
TRAINING

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Competencies that are addressed:

PRIMARY COMPETENCY CATEGORIES:

• **Communication—** Advances the abilities of individuals and the organizations through active listening supported with meaningful oral and written presentation of information.

• **Influence—** Consistently directs situations and inspires people for an all-win environment.

• **Change Management—** Proactively seeks opportunities to redirect self, others, and the organization to achieve desired results.

RELATED COMPETENCY CATEGORIES:

• **External Awareness—** Sees things from multiple points of view. Is mindful of how actions impact others. Keeps up to date with issues that affect area of responsibility.

• **Adaptability—** Open-minded. Demonstrates flexibility when faced with changes at work.

• **Results Oriented—** Open-minded. Demonstrates flexibility when faced with changes at work.

Coaching for Skill Development

SUMMARY

Effective coaching can still change people's attitudes, awareness, and skills. Begin to effectively coach others by evaluating the different levels of competence you find in people. You need to know who you are coaching, what to coach for, and the best time to coach. An effective coaching process includes evaluation, identifying opportunities, cushioning to gain cooperation, and citing a specific behavior improvement. This process creates observable changed behavior that benefits the individual and the organization.

CONTEXT

The origin of the word "coach" is interesting. In Webster's word history dictionary, "coach" is derived from the context that: Prior to automobiles and airplanes, "coaches" (rail and stage) were the fastest method of travel. And in university parlance, it was the instructor who brought students along at the fastest possible rate. Likewise, it is your job to coach people, to move them along, in the fastest method possible towards organizational and individual objectives.

At the completion of this module, participants will be able to:

• Clarify the differences between coaching and feedback

• Apply a skill development coaching process that produces observable results

• Hold people accountable, while helping them be successful

"Our chief want in life is somebody who will make us do what we can."
—Ralph Waldo Emerson