



# Coaching Reinforcement

## ***How Your Organization Will Benefit***

Coaching Reinforcement is designed to apply the coaching skills to real-life coaching situations, strengthen ongoing coaching efforts, and develop a coaching culture. This process consists of up to four specific initiatives: Coach-the-Coach, Coaching 2.0, Individual Coaching, and Real Time Coaching.

### ***Coach-the-Coach***

Leaders participate in a series of three one-hour calls to discuss their coaching challenges. With the guidance of an expert coach from Impact Performance Group, feedback is exchanged between peers in an open and collaborative environment.

The first call focuses on an overall team assessment that helps leaders analyze their individual team members' level of engagement, learning style, and motivation on the job. The second call focuses on strategies and skills to provide effective on-the-spot feedback. The third call focuses on ways to conduct effective in-depth coaching meetings to support the ongoing process of continuous development. During each conference call, leaders will have the opportunity to:

- Review coaching skills and concepts
- Share and discuss their own coaching situations
- Receive feedback from peers on their coaching
- Receive additional feedback and guidance from an expert coach from IPG

### ***Coaching 2.0***

Half-day reinforcement workshops provide leaders with the opportunity to review coaching skills and concepts. These workshops may consist of:

- Preparation assignments – a self-assessment and individual team member assessment – to identify current coaching opportunities that will be used in strategy and practice sessions
- Tailored case studies to highlight assessment skills and development ideas
- Realistic role play scenarios to give leaders the opportunity to practice coaching conversations, the use of EQSKILLS® Communication Tools, and receive feedback from peers
- Personal action plans to improve ongoing coaching efforts and continue to develop effectiveness as a leader

### ***Individual Coaching***

With an expert coach from IPG, leaders have the opportunity to work on specific aspects of their coaching efforts, including what is going well and opportunities for improvement. During these individual coaching sessions, the IPG coach will target key challenges and opportunities. Each session consists of:

- Understanding the needs of the leader as they relate to implementing a coaching strategy
- Identifying appropriate coaching tools and resources to support the leader
- Determining the level of support needed to accelerate success

### ***Real-Time Coaching***

An expert coach from IPG will support leaders and provide live coaching, virtually or in-person. This solution will augment sales and service leaders' efforts to continually develop their teams' ability to apply the sales or service process and continually enhance coaching effectiveness. Each session consists of:

- Assessing sales and service behaviors across teams
- Providing on-the-spot coaching
- Facilitating reinforcement exercises
- Identifying obstacles and success stories
- Communicating progress to stakeholders