



# HR as Coach

*Skills to Improve your  
Performance Indicators*

## Instructional

### Why this seminar?

Change, learning and development are essential factors for managers to manage diversity and complexity in their environment. Coaching is a strategy that elicits personal reflection, problem solving, strengths awareness, accountability and better goal setting for personal and professional interests.

As a result of the proper coaching, the Organization will significantly increase:

- Quicker and better ways to look for effective solutions.
- Better response time (services and products).
- Interpersonal relationships.
- Trust and camaraderie
- Resource management.
- Healthy professional competition.
- Feedback by proving effective ways to communicate errors, introduce permanent solutions and creativity.
- Discover natural talents.

### Objectives

We will consider when Coaching as a development strategy might be best used:

- You will learn different coaching competencies required for HR to become better coaches.
- We will apply examples from current work situations and how /when and with whom to incorporate coaching.
- We will generate specific formats for you to have coaching and feedback sessions. We will examine Individual + teams coaching.

### Length

32 hours ( Two -16 hours sessions)

### Content

- 1 What is Coaching
  - Defining Coaching
  - How and when to act as a coach in an Organization
  - Coaching Models
  - Competencies of a coach
- 2 Coaching competencies essentials
  - Listening
  - Observation
  - The art of asking powerful Questions
  - Goal setting and focus of attention
  - Risk taking
  - Clarification
  - Connection with your client
  - Commitment
  - Modeling
- 3 Action Learning
- 4 Your role: what needs to change
  - More Common questions when you start Coaching
- 5 Structure of the Coaching interaction

### Facilitation

The seminar is given in two phases with a duration of 16 hours each. The First phase explores and clarifies concepts. The second phase we practice coaching competencies in real work situations in which participants believe they have or will use coaching appropriately. The seminar entails a pragmatic approach to daily situations in which they can rapidly identify opportunities for immediate applicability of skills learned.



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