

Consultative Coaching

***Business
Issue***

Today's dynamic business environment demands that companies and individuals perform at an increasingly higher level than ever before. Many successful organizations are using coaching to create a culture of high performance, change, and learning. As a result, coaches must learn to develop the skills, commitment, creativity, and flexibility of the people they work with. Coaching involves challenging and supporting people in achieving higher levels of performance while increasing their self-confidence and capacity to take effective action.

***Advance
Consulting
Solution***

Consultative Coaching provides an opportunity for an organization to build a common understanding and framework for developing people. Participants will learn a practical, proven process for coaching and providing effective feedback. In addition, *Consultative Coaching* explores how to work effectively with a variety of individual motivation factors. The benefits of developing coaching skills are significant in terms of increasing productivity, reducing turnover, developing collaborative relationships, and working together to solve business issues.

***Program
Content***

- ◆ **Coaching Assessment:** Coaching skills and practices are assessed, and an action plan is created to improve opportunity areas.
- ◆ **Understanding Motivation:** A research-based tool is introduced which outlines factors of individual motivation that helps coaches discover and work with diverse people and personalities.
- ◆ **Creating a Climate of Coaching:** a key to coaching is to create the opening, ask for permission, and set the stage.
- ◆ **Coaching Framework:** A practical, proven framework is introduced that helps coaches engage in productive coaching conversations.
- ◆ **Providing Effective Feedback:** A practical model is introduced for providing effective feedback when behavior is observed directly, or received through a third-party.
- ◆ **Application:** Participants use real-world coaching situations to practice and prepare for immediate application.

***Target
Audience***

Managers, team leaders, mentors—anyone who coaches as part of their job—can benefit from this course.

***Program
Delivery***

Consultative Coaching is delivered in a one-day, interactive format.

Deluxe Options: May include customization, consulting, and action learning sessions.

***Learning
System
Approach***

Our team will work with you from readiness through implementation and reinforcement. Our goal is to ensure that the skills and tools learned are applied and integrated with your methodology and processes to achieve your optimum business results.

(continued)



Consultative Coaching *(continued)*

**Business
Results**

Employee Retention/Professional Development

- ◆ Recognize what truly motivates people (beyond financial concerns)
- ◆ Uncover problems and resolve situations “in the moment”
- ◆ Build motivation through recognition – targeted feedback for immediate results
- ◆ Inspire and build the confidence of people
- ◆ Prepare employees to handle difficult situations – and have them do it right the first time
- ◆ Provide a framework for a professional development plan for each participant
- ◆ Raise the level of conversation beyond simply disputing facts

Client Retention/Satisfaction

- ◆ Regular Feedback Loop (eyes and ears in the field)
- ◆ Immediately applicable to daily external and internal client interactions
- ◆ Build clients’ trust and commitment by identifying challenges and obstacles as they surface
- ◆ Increase comfort level with regular communication

Productivity Improvement

- ◆ Clear, succinct coaching model saves manager and employee time
- ◆ Prepare to coach “in the moment” and resolve problems quickly with focused conversations
- ◆ Minimize escalation – expand managers’ capabilities
- ◆ Increase adaptability to changing situations

Advance Consulting is a management consulting and professional development firm that specializes in helping people build powerful, influential partnerships with internal and external clients. Our mission is to increase productivity, customer satisfaction and overall profitability. Through state-of-the-art consulting services and workshops offered throughout the U.S. and internationally, we teach professional and technical experts the behaviors and practices that enable them to work as consultants and trusted business partners.

For more information, please contact Advance Consulting at 831.372.9444, email advanceinfo@advanceconsulting.com, or visit us on the web at www.advanceconsulting.com



467 Alvarado Street, Suite 4, Monterey, CA 93940
tel: 831.372.9444 fax: 831.372.9450 www.advanceconsulting.com

©Copyright 2007 Advance Consulting Inc. All rights reserved.