

Coaching Confidence

COURSE OVERVIEW

What's the biggest challenge organizations face? Implementing growth-oriented, confidence building coaching strategies!

Whether it's your internal customer or your external customer, inspiring confidence in your people through coaching helps to set and clarify expectations, motivate, and inspire! Great coaching contributes to the growth mindset culture every company wants but when we speak to managers across the globe, we're often asked: "Where do we start?" or "How do we coach?" Many have never coached and have stumbled into leadership roles through succession, rather than by choice.

Often the people leading others have never been taught to lead and have never been eager to take the reins. Some learn naturally, to be an effective leader learning to coach confidence into your team is the vital skill you need to develop! An overwhelming 93 percent of leaders say they wish they'd been taught to coach and develop their teams.

The "Annual Review" process is more dated than Jello mold cakes! Yes - that old! In many organizations, annual review week marks the beginning of good people looking for other jobs! If you want to move your organization into the 21st century, it's time to jettison annual reviews and commit to ongoing Confidence Coaching throughout the organization.

By using our five-step approach to replace annual reviews, organizations benefit from strengthened relationships, improved job performance, drastically increased retention, and solid employee engagement. This course will introduce you to our signature approach to cultivating a Customer-Centric culture with a growth mindset! You'll learn to coach the

behaviors that boost your statistics. If your organization can make the time and you're ready, willing and able to commit to coaching confidence in your team, join us, and get ready to become a superstar coach!

LEARNING MODULES

Module #1: The Foundation

1. What kind of coach do you want to be?
2. End the annual review process NOW! What you should be doing instead
3. Words that drive meaningful change
4. Coaching confidence contributes to a loyal and passionate culture
5. Get them excited!

Module #2: Speak the same language

6. How the languages of love can be used to coach the good and the not-so-good behaviors
7. Top Talent requires top coaches!

Module #3: Coaching vs Managing

8. Why coaching at all levels of the organization is critical, even for the CEO and the board of directors!

Module #4: Coaches need coaching too

9. What behaviors are looking to coach, and how do they relate to your vision, mission, and core values?
10. The structure of a great coaching session

Module #5 Actionable Outcomes

11. Challenges in consistently coaching confidence: time management, communication, professionalism, employee engagement, workflow and accountability
12. The Four-Step Coaching Blueprint

Module #6 CX Commitment

13. Putting a little team-building fun into your next coaching conversation
14. Incorporate coaching confidence into your daily practice
15. The power of fascination to inspire and grow your team

WHAT'S INCLUDED:

- Workbook
- Multiple PDF downloads to support your online learning
- Customizable templates to incorporate into your organization right away
- Customizable slide deck to help you facilitate a Vision Vitals session for your team
- Inspirational resources • **BONUS VALUE:**
 - You will receive continuous follow-up and coaching in our PRIVATE CX MASTERY Facebook group where like-minded CX professionals from around the world gather to share CX greatness! FOREVER!
 - You will also receive a complimentary CX Champions membership: Valued at \$197 (*This is a limited time offer)

KEY OUTCOMES

Participants will gain:

- A clear understanding of a leader's responsibility to coach and inspire performance
- Blueprints for successful coaching models
- The ability to coach self-management and personal development in your team members

- A cutting edge approach to annual reviews
- The tools and techniques needed to encourage, inspire, and cultivate a culture of success through coaching confidence.

Participants will receive a certificate of course completion.

WHAT'S REQUIRED?

- A desire to become a highly successful coach!
- An open mind!
- A keen interest in human behavior, customer experience, emotional intelligence, design thinking, and most importantly, the people industry!
- An eagerness to work step-by-step through the powerful concepts, and modules presented in this course
- An ability to view the on-demand course content and download supporting material and resources

Taking notes is highly recommended. No specific materials are needed for this course other than those provided virtually.

PRICING

\$597 +HST USD

Need help convincing your boss? Check out this “letter to the boss” Not sure if this is the right course for you?

Book a complimentary 30 minute Discovery Call today and find out which course is best for your team!

New to the CX industry? An expert in the CX industry? Either way...Join our CX Insiders club for FREE and get exclusive insight into the world of CX!