



Coaching for Human Resource Professionals

The HR professional: leadership development enthusiast, explorer for rare talent, employee relations advocate, change agent, bearer of bad news, leader within the organization, and stickler for business results. The *Coaching for Human Resource Professionals* program is a two-day workshop designed specifically for this multi-faceted role, in which HR professionals learn how to effectively use coaching within their organizations.

It presumes that individuals entering the program wish to use coaching methods, tools, and skills more effectively, creatively, and strategically to produce high quality, innovative results with their clients. Not only does this include supporting managers in providing employees with professional coaching and continuous learning opportunities, but also supporting overall organizational performance. *Coaching for HR Professionals* will help individuals achieve these outcomes.

TOPICS AND COMPETENCIES COVERED

Through a case study, exercises, group discussions and practice sessions, participants will learn practical coaching methods, skills and tools specific to a HR professional's responsibilities. The various types of coaching; developmental, career, goal-driven, and on-the-spot will be addressed. Four main coaching skills will be covered:

- **Inquiry**—In this program we use Inquiring Leadership™ concepts, methods, and tools, a core capability that supports coaching, asking challenging and meaningful questions to facilitate the best thinking and communication.
- **Listening**—Coaches develop “learner-listening” skills; learning to observe their internal dialogue to shift from their own agenda to others. They learn to recognize their judgmental perspectives, how this limits performance, and how to listen from a more balanced open mindset.
- **Feedback/Straight Talk**—Effective coaches give meaningful, honest feedback that supports both individual development as well as the achievement of business goals and results. By distinguishing facts, assumptions and conclusions and learning to ground assessments in evidence, coaches are able to deliver powerful feedback.
- **Acknowledgement**—Identifying opportunities and methods for affirming employee's strengths is critical for good coaching. The program explores various ways to design generous acknowledgement into coaching conversations.

LEARNING OUTCOMES

In this program, you can expect to learn how to:

- Recognize the situations where coaching is most effective for facilitating results.
- Strengthen your coaching through self-inquiry skills, question-asking skills, distinguishing questions that work from questions that do not, and use of practical tools to strengthen customer partnerships.
- Use a step-wise method for advancing the coaching conversation in four types of situations; developmental, career-driven, goal-driven, and on-the-spot.

Develop confidence and competence in coaching so you can facilitate line managers in using coaching to improve performance and career advancement.