Coaching and Boosting Performance

Instructor(s): Carlene Szostak
Pre-work: None

Length: 1 day
CEUs: .7 / See below for PDU breakdown

Level: Core
Primary Topic: Leadership Development
Subtopics: Conflict Management, Influencing, Motivation

Course Description:

Often project management involves coaching team members who are not as experienced or skilled as one would hope in their trade, working collectively or even collaborating for the best team output and project results. The point of failure for many unsuccessful project executions is often individuals who lack critical skills, forcing the project manager or other team members to undertake most of the work individually.

Incorporating *True Colors International* material, project managers will understand the distinctive ways in which different personalities approach communication and approach their individual performance. Participants will learn how to promote open, honest conduct by understanding and appreciating different communication contributions and approaches. The content is designed to allow each individual to become more effective in building performance, removing roadblocks and incorporating team member skill building throughout the project life. In addition, this training will help the participant acquire critical information and identify the leadership traits necessary to better manage resources and complete projects successfully.

Participants will be asked to complete a True Colors International™ assessment during the class and results will be incorporated in real time into the session. True Colors® is an engaging personal learning tool that uses four colors (Orange, Gold, Green and Blue) to represent each of the temperament/personality types. The cost of the assessment is included in the seminar fee.

Learning Objectives:

Upon completion of this course, participants will be able to:
- Identify their personal communication and coaching style
- Build an inventory of interpersonal skills.
- Recognize their strengths and weaknesses and those of others, using personality analysis tools such as True Colors™.
- Practice and apply techniques to create and shape fair, positive and factual leading.
- Successfully identify personal and professional motivation or drivers, allowing them to successfully lead rather than just manage projects.

AGENDA

- Welcome & Objectives
- Introductions
- What is coaching?
  - What is it
  - Boss vs. coach
  - What makes a good coach?
  - Role of coach
  - 5 Secrets to success
  - Benefits of coaching
- Learning Check
- Interpersonal Skills
  - What is communication?
  - Communication principles
  - Communication process
  - Noise
- Communication Process
- 3 Parts of communication
- Cultural sensitivity
- Check for understanding
- Seeking participation
- Active Listening
  - The art of listening
  - Hearing vs. listening
  - Listening dilemma
- Questioning
  - 5 types of questioning
  - Asking questions in coaching sessions
- Learning Check
- Putting it All Together
  - True colors
- Wrap Up & Next Steps
- Questions

Professional Development Units (PDUS) are one-hour blocks of time spent learning, teaching others, or volunteering. By attending this SeminarsWorld course, you will be able to achieve the following PDUs as learning hours to apply for PMI certification or to maintain your certification status with PMI. View how your PDUs align with the PMI Talent Triangle®.

	Technical	Leadership	Strategic	Total
CAPM / PMP / PgMP	0	7	0	7.00
PMI-ACP	0	7	0	7.00
PMI-SP	0	7	0	7.00
PMI-RMP	0	7	0	7.00
PfMP	0	7	0	7.00
PMI-PBA	0	7	0	7.00