



Agenda

Click [here](#) for additional training and schedules.

Coaching and Boosting Performance

Instructor(s): Carlene Szostak

Length: 1 day

Pework: None

CEUs: .7/see below for PDU breakdown

Level: Core

Training Topic: Leadership Development

Subtopics: Resource Management, Leading Project Teams

Training Description:

Project management often involves coaching team members who are not as experienced or skilled as one would hope in their trade, in addition to 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, learners will understand the distinctive ways in which different personalities approach communication and their individual performance. Attendees 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 duration. In addition, this training will help the learner acquire critical information and identify the leadership traits necessary to better manage resources and complete projects successfully.

Attendees will be asked to complete a True Colors International™ assessment during the training, and results will be incorporated in real time in 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 training fee.

Learning Objectives:

Upon completion of this training, learners 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

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| <ul style="list-style-type: none"> • Welcome and Objectives • Introductions • What Is Coaching? <ul style="list-style-type: none"> ○ What is it? ○ Boss versus coach ○ What makes a good coach? ○ Role of coach ○ Five secrets to success ○ Benefits of coaching • Learning Check • Interpersonal Skills <ul style="list-style-type: none"> ○ What is communication? ○ Communication principles ○ Communication process ○ Noise | <ul style="list-style-type: none"> • Communication Process <ul style="list-style-type: none"> ○ Three parts of communication ○ Cultural sensitivity ○ Check for understanding ○ Seeking participation • Active Listening <ul style="list-style-type: none"> ○ The art of listening ○ Hearing versus listening ○ Listening dilemma • Questioning <ul style="list-style-type: none"> ○ Five types of questioning ○ Asking questions in coaching sessions • Learning Check • Putting It All Together • True Colors® • Wrap Up and Next Steps • Questions |
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Professional development units (PDUs) are 1-hour blocks of time spent learning, teaching others, or volunteering. By attending this training, 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® / Agile*	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

**Please note that the asterisked row above applies to the PMI® Agile Certification Journey and includes DASM™, DASSM™, DAC™, and DAVSC™ certifications.*