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# B·E·S·T

# Coaching System

**The BEST Coaching System provides your managers, supervisors, team leaders and performance coaches with simple but sophisticated skills and strategies – to influence, guide, teach, demonstrate and negotiate behaviours - to drive performance through self-motivated people.**

Recent years have seen a distinct shift in the roles and responsibilities of managers at all levels. One of their greatest current challenges is the balancing of the operational aspects of management with the people orientation of powerful leadership. The BEST Coaching System is designed to enable your managers to find this balance, and to work with it to achieve the outcomes you require.

Through the many years of our experience in management and training delivery, we have experienced the need for shifts in both will and skill, to bring about lasting behavioural change.

The BEST Coaching System focuses strongly on skill – providing your people with a sound understanding of the principles of learning, communication and behavioural management, as well as proven simple easily-followed steps for an effective coaching process.

And equally important to us is the shift in will. The BEST Coaching System is not designed as a motivational program, although it is highly motivational in its outcomes. Rather it guides managers to create the climate for their people to motivate themselves. Frequently managers avoid coaching because they believe they need to have all the answers. In fact they do not. They simply need to help their people find the answers. To give their people the confidence to bring out the best in themselves, to live up to their own potential, to reach their own goals in the pursuit of yours.

That philosophy, and the processes that support it, ensure your managers take away a practical proven methodology for effective on-the-job learning, and the commitment to use it.

## **PROGRAM CONTENT**

The BEST Coaching System is generally customized for each group but typically includes:

- ★ The definition and description of a successful coach
- ★ What the BEST coaches do
- ★ The Three Laws of Enlightened Leadership
- ★ Key Success Areas for coaching in your environment
- ★ The barriers to coaching and how to bust them
- ★ Motivational theory and reality in the workplace
- ★ The principles of adult learning and behavioural change
- ★ The BEST Coaching System, processes and practice
- ★ Essential awareness around language, internal state and communication
- ★ Reward and recognition, and their role in coaching effectiveness
- ★ Developing a broad coaching culture in your organization
- ★ Coaching resistance and how to manage it
- ★ You as coach – role ownership and self-management
- ★ Project development and action plans.

## **PROGRAM DESIGN AND TRAINING METHODOLOGY**

The initial implementation of this program is a two day workshop, followed by two scheduled follow-up sessions of a half day each, to de-brief and rebrief participants over an eight week period.

Additionally we involve all participants in individual workplace development projects, requiring documented coaching processes and outcomes for an agreed number of team members.

Further, we provide senior managers with a Coach the Coach Kit, enabling them to support behavioural development in their managers with optimum ease and minimum effort.

Workshops can be conducted for up to 20 participants, who are divided into smaller clusters for group activities. The minimum effective group size is 8-10, because much learning takes place through group dynamics and participant involvement.

Equipment used is kept to a minimum, to allow real-time discussion and involvement. Flip charts and workbooks are our preferred media.

The agenda is dynamic, and occasionally challenging and provocative. Because of the importance of process and practice in coaching confidence, role plays and rehearsal are included with inventive scenarios to ensure full involvement. The entire program is enriching – and essential for your leaders in the current environment.

## **BEST TRAINING SYSTEMS PTY LTD**

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