

The Platinum Rule:
Do unto others as
they would want
done to them



DISCOVERING SELF AND OTHERS

Improving communication and collaboration with people who work together

Whether you realize it or not, your behavior fits predictable patterns. The way you respond to your environment, the way you react to people, what your view of the world is, and what the energy you bring to work each day is usually follow patterns that become obvious when you know what to look for.

At the heart of this program is the cutting-edge DISC Profile Assessment, a powerful tool for people to understand themselves. With the unique Self Assessment and Observer Assessment, it provides a comprehensive view of how individuals interact in everyday situations. The observer feedback section uses data from up to 25 others and is displayed through graphs to demonstrate trends from various settings (work, family, and social). No other assessment on the market provides this level of feedback or enables more in-depth interpretation and validation of one's DISCposition. The goal is to understand behavior in order to enhance work relationships.

In the DISCovering Self portion of the program, you learn to observe yourself objectively. You receive the tools and insight necessary for self-observation, and a model to help you make sense of what you learn. In the second part of the program, you will learn to apply these tools and insights to DISCovering Others—not in an attempt to label, but to understand, appreciate, and better respond to people.

WHO SHOULD ATTEND?

Leaders
Self-leaders and project managers
Team leaders and members
Sales representatives

LEARNING OUTCOMES

- Improved understanding of and empathy for individual capacity, communication style, and motivational factors that can drive peak performance
- Enhanced commitment, ownership, and motivation relating to personal communication
- Improved overall interpersonal skills (empathy, communication, respect, relating, conflict resolution)
- Increased awareness and understanding of human behavior
- Increased commitment to understanding self and others

Behind Every
Great Employee
Is a Great Coach



COACHING ESSENTIALS®

Help managers learn how to coach their people

Coaching is the single most important managerial skill that separates a highly effective manager from the rest. The problem is, most managers don't understand how critical coaching is for the development, growth, and performance of their people. Because they don't know how to use coaching in their leadership style, their employees stay stuck on projects, becoming discouraged and demotivated.

We know how frustrating it can be when your managers aren't developing their people as effectively as they could be. Your managers deserve training that will deepen their leadership skills, so they can better accelerate the development and performance of those they lead.

Coaching Essentials®, authored by Blanchard Master Certified Coaches, teaches managers how to use coach-like behaviors so that productivity goes up, teams are more unified, and the company performs better overall. Our program embraces the tried-and-true coaching competencies as defined by the International Coaching Federation; our expert authors have spent more than 20 years mastering the language and practices that make these methods immediately useful.

BRING OUT THE BEST IN YOUR PEOPLE



Accelerate
Learning &
Development



Create
Autonomous
Problem-Solvers



Retain Your
Talent



Build Your
Leadership
Bench Strength

Coaching Process Model



KEY CONCEPTS:

COACHING PROCESS

- Connect – Build trust and positive relationships
- Focus – Identify topics and goals
- Activate – Collaborate to develop a plan for action
- Review – Clarify agreements and discuss accountability

COACHING SKILLS

- Listen to Learn
- Inquire for Insight
- Tell Your Truth
- Express Confidence

Managers will learn how to identify the most helpful coaching style for the situation and how to put it to work in your organization. They'll have many opportunities to practice these new skills.

By integrating coaching skills into your management training, you get highly effective managers who know how to conduct powerful coaching conversations that create connection, increase trust, and help their team members perform at their best.

Coaching Skills Model



Listen to Learn



Inquire for Insight



Tell Your Truth



Express Confidence

WHO SHOULD ATTEND?

Managers and individuals seeking to develop coaching skills in order to increase the effectiveness and competence of those they lead