

Blended

Coach the Coach

EMPOWER "MANAGERS OF MANAGERS" TO SUCCESSFULLY COACH THEIR DIRECT REPORTS



DURATION

eLearning	1- 2 hours
Classroom	1 day



DELIVERY CHANNEL

Blended



eLearning Course Lessons

- 1 Why Coach?
- 2 The Pre-Coaching Conversation
- 3 Action Plans
- 4 Observing and Coaching

COURSE OVERVIEW & BENEFITS

To build a culture of accountability and growth at your financial institution, it is essential to demonstrate a commitment to coaching at all levels.

Coach the Coach prepares "managers of managers" to mentor their direct reports and ensure that their coaching sessions are focused on the activities and behaviors most likely to enhance the customer experience and improve their teams' results.

This blended learning solution begins with a short eLearning course that examines the importance of connecting coaching to your financial institution's strategy, observing direct reports during their coaching sessions with customer-facing employees, and developing action plans to build their coaching skills. Participants are also introduced to the Coaching Style Continuum, which helps them diagnose whether their – and their direct reports' – current coaching style is "too easy," "too hard" or falls within the ideal "collaborative" zone.

Following completion of the eLearning course, participants attend Coach the Coach: Skills Application Lab, a facilitated training event during which they gain real-world experience applying newly learned techniques.

Prior to the skills application lab, participants are asked to observe one of their direct report's coaching sessions, determine where on the Coaching Style Continuum the direct report's coaching style falls, and create an action plan for the direct report based on their observation. The day culminates in a live, audio-recorded coaching session with the direct report they have observed, after which each participant receives detailed balanced feedback from a Moody's Analytics coaching expert.

LEARNING OBJECTIVE

Learn how to observe and assess direct reports' coaching sessions with their employees, provide them with balanced feedback, and build effective action plans.

COMPETENCIES GAINED

Participants will be able to:

- Assess direct reports' coaching style to determine whether their level of coaching is too easy – or too tough – to optimally impact employee performance
- Conduct pre-coaching conversations with direct reports to enhance the effectiveness of their upcoming coaching sessions
- Audit direct reports' action plans to ensure they align with the business unit's strategy and increase speed to performance
- Determine when to coach direct reports on the process they follow during coaching sessions and when to coach them on the content of their coaching sessions
- Conduct a Coach the Coach discussion with the coach, highlighting feedback as "did wells" and "next times"

TARGET AUDIENCE

Coach the Coach is suitable for any senior manager within the financial institution's sales and service organization who has coaches or managers as direct reports.

Contact us for more information at: ellearning@moodys.com