

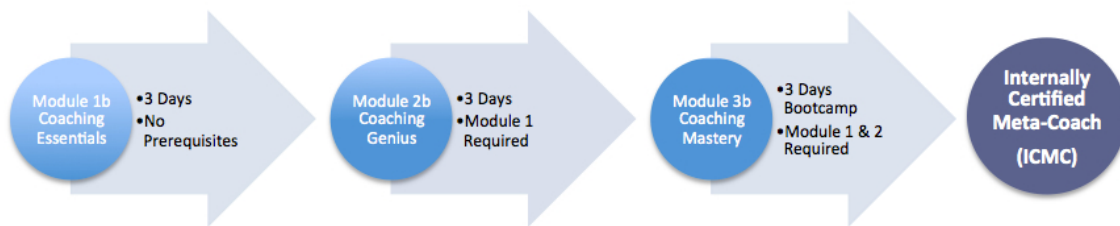


SYDNEY -- MELBOURNE -- BRISBANE -- HOBART

# Corporate Workplace Coaching & Communication Essentials

MANAGER AS COACH TRAINING PROGRAM

MODULE 1 OF THE CORPORATE WORKPLACE META-COACH (ICMC) TRAINING SYSTEM<sup>®</sup>



Module 1 of the Meta-Coach Corporate (Internal) Workplace Coaching program is a three-day introduction to the essential coaching & communication skills required for managers and leaders to be able to coach & communicate effectively. This program introduces Coaching Essentials to those new to professional communication and coaching methods, skills and technologies. Your people can take this training as a stand-alone training or as module 1 of the Meta-Coach Workplace Training System™.

**You're Leaders and Managers will graduate from Leader/Manager as a Coach - *Coaching Essentials* with:**

- » An advanced self actualisation (generative) communication model specifically designed for coaching
- » The tools and confidence to produce peak performance and motivation states in themselves and others
- » Leading edge listening skills for the seeming magic of hearing what is and is not being said
- » Persuasion and influencing skills for leading themselves and others to achieve personal goals
- » Rapport skills for creating safety and trust in the coach and the coaching process
- » A precision questioning model for getting to the heart of profound change
- » Accelerate performance with transformational feedback skills
- » The power to overcome (and help others overcome) their barriers and blockages in communication and motivation

**Who should attend this program?**

- » Individuals and organisations committed to communication excellence
- » Experienced Managers wanting to up-weight their essential coaching and communications skills
- » New Managers wanting an introduction to coaching and communication skills
- » Executives, Leaders & Managers wanting to learn how to communicate with (listen and support) and influence (understand and question) their employees to help them reach targets, achieve budget, overcome obstacles, and exceed Key Performance Indicators (KPIs) as they move to build a coaching corporate culture of self-actualising Managers and Leaders.

## **Program Benefits**

Coaching is a powerful process that helps people to be successful in their professional and personal lives. The coach leads and manages by clarifying the situation, creating and defining the changes to be made. The leader-manager coach is a change agent that identifies performance gaps, wins commitment to applied learning and drives continuous improvement in employee and corporate performance.

This program will assist managers and executives in the development of their essential coaching skills by:

- » Understanding how coaching is the most powerful engine of personal growth available today
- » Showing flexibility in building rapport with different kinds of people
- » Developing well formed personal outcomes to be an effective manager and leader
- » Communication with precision and persuasion to be an effective leader-manager

## **Learning Outcomes**

Participants who have completed this module will be able to:

1. Understand, know and describe the importance of coaching in leadership and management
2. Communicate effectively and create a space of safety and trust with different kinds of people
3. Develop personal outcomes for leading and managing others
4. Communicate precisely and persuasively
5. Structure a Well Formed Outcome coaching conversation with other managers, leaders and employees
6. Identify and tap motivation in themselves and others to achieve the organisation's outcomes
7. Enhance employee performance

## SYNOPSIS OF CONTENT

### DAY 1: LISTENING AND SUPPORTING

Design: To delve into the core ingredients of communication excellence to develop high quality listening skills, awareness skills, and “presence” skills in order to truly support another person (by creating a safe space of trust, care and compassion) in the coaching relationship.

#### Outcomes:

- To learn the basic features of the Neuro-Linguistic Communication Model
- To learn to stop one’s own internal chatter, judgments, and filters and “come to one’s senses” in being present to another person.
- To learn how to detect the states and internal experiencing of another person.
- To learn about the mapping and movie making inside our minds as we “make sense” of information.

### DAY 2: PRECISION QUESTIONING AND ELICITING STATES

Design: To explore the basic structure and process of questioning, precision questioning, and solution oriented questioning. To explore how to use words for linguistically mapping out our sense of the world, the movies that we play in our mind, and to send messages to our bodies about how to feel those meanings and to explore how to work with our states and the states of another.

#### Outcomes:

- To learn the key linguistic distinctions that govern the way we map things inside our minds.
- To learn how to ask exploratory questions that create more precise and fuller communications.
- To understand and use the Well Formed Outcome pattern to facilitate Key Performance Indicators (KPIs) for the coaching session (and sessions to come).
- To learn how to representationally track from words to the inner movies of our mind.
- To learn how to use questions powerfully for expanding awareness and for inducing more resourceful states.
- To learn how to access and anchor a basic mind-body-emotional states.

### **DAY 3: DETECTING PERCEPTUAL PATTERNS**

Design: To explore and learn the Meta-Programs model so that we can listen for the structure of thinking and information process, to explore a format for detecting patterns, identifying perceptual filters, and using them to support our clients.

#### **Outcomes:**

- To discover the template of Meta-Programs that create our perceptual filters.
- To develop some basic skill in recognition and use of the Meta-Programs.
- To develop an appreciation of their value and importance and how to use them in facilitating change and evolution for the client.

## Meta-Coaching models introduced in Module 1

In Workplace Meta-Coaching, there are **7 Meta-Coaching models** that comprise the overall framework for the art of communicating and coaching. These models are *Meta*, that is, *higher* models that are *about the content of the conversation*. In this, these models provide the structure for the coach's expertise in understanding and working with the *dynamic structure or process* of coaching to unleash another person's potentials.

- 1) *The NLP communication model*      the foundation for the first 7 core coaching skills, a cutting-edge model about the essential dynamics of communication
- 2) *The Meta-States model*      A model about the reflexivity of the mind, how to track our self-reflexive awareness that creates meaning at multiple layers, that enables us to step- back, and the meta-questioning skill
- 3) *The Axes of Change model*      a change model based on Meta-Programs that models how self-actualising people change, how generative change rather than therapeutic change occurs, that gives the coach 9 roles as a change agent
- 4) *The Benchmarking model*      a model for operationalising terms, for getting behavioral indicators and equivalents of a "soft" skill and sequencing them along a 0 to 5 continuum to indicate no competence, competence, and mastery
- 5) *The Matrix Model*      a systemic model based on developmental and cognitive psychology that provides a template for working with the complexity of the human mind-body-emotion system
- 6) *Self-Actualisation models*      several models for how the process of self-actualising occurs, the Self-Actualisation Quadrants, the Matrix of Self-Actualisation, and the Neuro-Semantics of Self-Actualisation
- 7) *The Matrix Development Plan*      a model for developing a holistic business plan or professional development plan that enables one to create specific action steps and plans for developing a viable commercial coaching business

## **Workplace Coaching Essentials - Prior Learning Requirements**

There is no prior learning required for participating in Workplace Coaching Essentials.

### **Coaching Essentials suggested reading includes:**

Introducing NLP, *John Seymour and Joseph O'Connor* and/or;

Users Manual for the Brain Vol. 1, *Bob Bodenhammer and Dr. L Michael Hall*

## **COACHING ESSENTIALS GRADUATES' TESTIMONIALS**

### **Timothy Lauricella, Manager - Operations, Nestle Australia**

"Wow, what an engaging and mind expanding introduction to Coaching! The trainers created an environment that fostered enjoyable learning and inspired everyone to want more. I can't wait to take every opportunity to practice my new skills and I'm excited to discover what the next layer of skills can unleash in me as a Manager. Thanks Jay and Joe for a fantastic three days."

### **Penny Costa, Ray White Victoria**

"I now have the ability to listen and see things very differently than what I did 3 days ago. Joseph and Jay through Meta coaching have brought to the surface for me something that I did not even know was possible. I feel like my life is just starting all over again and that I feel aware for the first time of my surroundings, people and how they feel and what someone is trying to communicate to me. I used to make quick decisions without thinking and processing them, and now it is going to be very different. I can now listen to my team at work and understand where they are coming from. It has brought to light for me something that you could not put a price on and has changed my life both personally and professionally. This morning I had a conversation with my 6-year-old niece and she said to me "*why do you sound very different?*"

### **John McCracken, Manager, AMP**

As I write this testimonial I realise that I completed Coaching Essentials less than 24hrs ago. Yet my view of the world only three days ago seems like a distant memory compared with how I experienced the world today, it is profoundly different in the most positively powerful way. I started the course with the hope I may be able to gain some skills to be a more effective leader, I finished the course unable not to be a more effective person for myself and all those around me. I believe the technical jargon for the type of change I have undergone is transformational.

This has been evidenced in almost every interaction with my family and team over the last day. There are many examples I could share, one of the most powerful in a personal context I is a conversation between my 8 year old daughter and my wife this morning - from the mouths of our babes;

*Daughter* - "what happened to Daddy on the weekend?"

*Wife* - "why do you ask?"

*Daughter* - "he was just so nice to us last night"

*Wife* - "what do you mean sweetie"

*Daughter* - "he just really listened to us all like he never has before"

I now listen so effectively that I am able to hear things that I didn't know existed three days ago; presuppositions, deletions, distortions, generalisations, meta-programs, to name a few. Even when trying to keep a lid on responding to what I was hearing, I was able to stay so completely present to my team members and really catch where they were coming from (and some of the programs they were running which got them there). I was also able to deliberately switch states as appropriate to different situations, which made the interactions more effective and outcomes derived more efficiently.

**Kerry Sefton, Group Manager, People & Systems, Griffith City Council**

"I met Jay Hedley and Joseph Scott when I attended their 'Coaching Essentials' course as I had long been interested in NLP and Neuro-Semantic coaching. Well I got much more than that, as an experienced HR and Learning Development Manager, I thought I was well tuned to people and a good listener - boy did I find out my limitations. It was a transformational experience for me and I came back to work absolutely hooked on how I could make myself a better person and therefore a better manager and team member.

I am a member of the senior management team within local government and had long advocated that as a team we needed some training/coaching to make us function better as a team and operate more strategically and suggested The Coaching Room as our coaching providers.

Following an exchange of emails and calls with Jay I presented the team with the Unleashing Leadership 3 day course. I informed the team that we would be acknowledging where we were now on an individual basis in terms of what leadership skills we had, how our personality types - gained from the Enneagram - influence our behaviours, then think about where we wanted to be and how we were going to get there.

I did say that the course was probably going to be confrontational but everyone felt that they were up to the challenge and the mood was, I'd say, apprehensive excitement. The coaching has exceeded our expectations. The 3-day course is being followed up by specific group coaching and one to one coaching with Jay and Joseph to inbed what we have learnt and how we want to be in the future.

I do believe that the one to one coaching that we are receiving makes all the difference and I know from the feedback I am getting from the team that the coaching is having an impact not only on our working lives and how we inter-act with each other but is also influencing our private lives as we open up and become more self-aware. The Coaching Room guys are not just another team of 'trainers' they are much more than that and the difference is felt from the first hour - we couldn't recommend them more highly and are planning to have a long relationship with them as we can see the benefits of their coaching throughout our organisation."

**Jason Bailey, Manager - Anglicare Australia.**

" I found the training extremely insightful and extremely beneficial - both professionally and personally. I highly recommend this for anyone looking at coaching, managing and leading".

[Review more participant testimonials for our Corporate Workplace Coaching Essentials](#)

At - [http://coach-training-events.blogspot.com/2010/11/meta-coach-training-feedback-from-our\\_19.html](http://coach-training-events.blogspot.com/2010/11/meta-coach-training-feedback-from-our_19.html)

## TAKE THE NEXT STEP WITH THE COACHING ROOM

The Coaching Room's Leader/Manager as a Coach program is the premier method to help bring out and empower your people's capacities to manage, coach and lead their people.

To find out more about this powerful coaching methodology, call us on 1300 858 089 and ask to speak with one of our Managing Partners, or contact us via email at [enquiry@thecoachingroom.com.au](mailto:enquiry@thecoachingroom.com.au). We'd welcome the opportunity to speak more with you.