

# Lighthouse Coaching

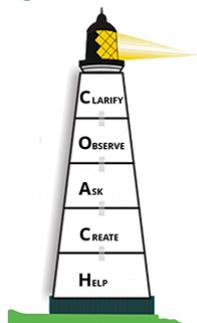


Managers who can coach their employees create an environment that encourages them to reach their full potential. Managers who can coach to the details of new tools and approaches optimize their total impact. Wilson Learning applies state-of-the-art webcast technology to help managers learn to coach effectively, properly motivate, convey the right expectations, and get the best results.

*Lighthouse Coaching* (LHC) will help the busy manager move from the “error-correction” management style to the “goal-attainment” coaching style. Using the *Lighthouse Coaching* model, LHC enables the manager to express exactly what is expected of each employee to engage them in their own development and improve business results.

LHC sets a collaborative practical approach to development, with clear mutual expectations on goals, support, and accountability.

## Lighthouse Coaching Process



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## Program Outcomes

The Lighthouse Coaching Planning Form, used during and after the session, directs the manager through the five steps of the coaching process.

Implemented as a flexible and integrated performance improvement solution, LHC enables managers to efficiently learn how to coach their employees without

leaving the field, thus reducing travel and improving acceptance.

## Learning Approach

Implemented as a two-hour virtual session, LHC provides managers with the knowledge and skills to create an environment that encourages team members to reach their full potential, regardless of the distance between them.

As a result of this module, participants will be able to:

- Describe measurable outcomes, observable steps, and relevant expectations of behavior
- Communicate expectations clearly by explaining expected behavior related to the task assigned
- Effectively engage employees in tasks by asking their perspective
- Create an action plan with employees
- Target the exact area where support is most needed

## Enabling Improved Performance

LHC includes various performance application, reinforcement, and support tools, such as application exercises and job aid cards.

For example, the Performance and Results Indicator Tracking form allows each manager to properly identify coachable moments so each opportunity for improvement and challenge within their team is seized.

## Modules: Key Learnings Are . . .

### Clarify Expectations

How to use the MORE model to create good expectation statements to clarify expectations

## The Coach Will . . .

Be able to describe measurable outcomes, observable steps, and expected relevant behavior, and provide examples to clarify expectations

### Observe

How to identify and communicate observations of behavior relative to the performance expectations

Be able to communicate expectations clearly by explaining expected behavior related to the task assigned

### Ask People Their Perspective

How to ask for an employee's perspective on an assigned task by using the three critical skills: Responsive Listening, Intentional Listening, and Listening for PINGs

Be able to effectively engage the employee in the task by asking their perspective

### Create Action Plan

How to develop a plan with employees, not to them, by including their opinions and asking how the coach can help improve for the future

Be able to use the COACH model to create the action plan with the employee

### Help Get Resources

How to acknowledge the need for support, what type is required, and take action

Be able to use the Lighthouse Coaching Radar to find the exact area where support is most needed

## Continued

*Lighthouse Coaching* also uses a Tip and Tools Worksheet in electronic format during the webcast to keep track of tips from the program and tools that one's own organization has to help the coaching process adapt and become more effective.

These tools ensure that participants can hone newly acquired skills and behaviors upon returning to work.

## Evaluation

Wilson Learning will partner with your organization to measure the initial behavioral changes and business results. Managers will see, and can track, the impact of their coaching using the tools above and in routine communications and meetings with their people. As an option, Wilson Learning can support measurement of coaching effectiveness and those they coach.

We will work with you to set up evaluation systems that help improve outcomes and sustain the momentum of your implementation.

**This offering, like all others from Wilson Learning, can be customized to reflect your environment and business priorities and can be integrated with your processes.**