

## Masterful Coaching

Part of an employee's professional development is directly linked to the ability of their manager to coach effectively. Managers need to understand the role of coaching and the nature of the coaching relationship, know how to identify coaching opportunities and allow employees to take responsibility for establishing and accomplishing goals for their professional development. This skill-based program will include presentations, demonstrations and role-play practices on how to conduct a coaching session.

## Learning Objectives

**Upon completion of this training, participants will be able to:**

- Distinguish the specific scope and role of coaching.
- Identify who and when to coach.
- Utilize a simple model to structure the coaching conversation.
- Examine the key elements of a coaching relationship.
- Help coachees develop a strategy to match their aspirations with the needs and goals of the company.
- Conduct a one-on-one coaching session based on observing and targeting an individual's needs.

## About Us

Since 1989, JDA has focused on improving the performance of the world's top companies. The company's services span skills-based training, talent management, executive coaching and organizational alignment. Through JDA's expertise and unique "Performance-Sustaining" process, the company creates more than change—it enables long-term shifts in individuals, teams and performance levels.

Working with business leaders such as Deutsche Bank, Morgan Stanley, Kroger, Kraft, UBS and Roche Pharmaceuticals, JDA has enabled measurable, sustainable improvements to performance across many sectors and success metrics including productivity, communication, morale and sales. For more information, please visit: [www.jdainternational.com](http://www.jdainternational.com).