



Do you need to train coaches who can successfully lead and develop teams?

# Training:

## Coach Training

a component of the  **IPCTEAMING UP**® system

An effective coach is the most important component in forming teams. Traditional supervisory or management training does not give the skills necessary to develop an effective high-performance team.

Coach training is designed for coaches and Team Developer™ candidates in need of the basic skills for team development. This three-day training is generally conducted in two sections. The initial two days of training are skill-based, focusing on skills that are unique to coaches in developing teams. The third day of training is scheduled a few months later to ensure progress and to teach additional skills after the coach has gained experience.

Topics include goals and goal setting in teams, conflict management, competition and cooperation, how to intervene and when not to intervene. The critical skill of Socratic questioning is taught with intensive skill practice. A series of case studies are used to teach various concepts and illustrate common issues that face teams and coaches. Coaches are also taught how to use the Forté Survey as a tool to facilitate team development and manage conflict.

### Who is it for?

Managers, Team Developer™ candidates, or team coaches

### Case Study:

A Fortune 500 company had worked to implement a team-based work system for three years in a union environment, with little to show for it. When we were asked to look at their process, it was clear that line management and leadership behavior had not changed from the old supervisory approach. As a result, we recommended training to educate the line supervisors and regional managers.

Over eight months IPC trained 100+ managers in coaching skills. Each region received a follow-up review and feedback after about 8-10 months. The results were almost immediate. Teams that had made no progress in almost three years started showing measurable

improvements in customer service, scheduling, and overtime. Management noted the change fairly soon after the training. The VP commented, "I have not seen this much energy and commitment from our people in my 26 years with the company."

IPC conducted follow-up assessments on most of the regions for two years. All regions reported results in the areas most related to the teams' activities. A continuous improvement process was put in place about a year after the teams were trained. The quality director noted that the implementation was smoother and more effective in the regions where teams were implemented.

### What you will receive:

- One 100+ page coach manual
- One 60-page case study book
- Three intensive days with two highly interactive IPC coach trainers

### Cost:

Depending on specific need, price will vary and is quoted upon request.

Call today to learn how you can release the power of *your* people.