

# Coaching With Confidence

Frontline leaders must influence employees to get the job done, usually without official power. This program is the capstone course for the *Frontline Leadership Series*: New skills for coaching and delivering results will be introduced and integrated with concepts from the first four sessions. Participants will practice new skills for coaching and complete a case study that incorporates motivation, trust building, communication skills, training, and conflict management to focus the leader on gaining cooperation, fostering teamwork, and building collaboration to meet organizational objectives.



**CEUs:**  
0.7 (7 hours)

**HRCI Credits:**  
7 HR (General)

**SHRM:**  
7 PDCs

## Learning Objectives:

- Describe the results you are responsible for delivering that align with organizational goals.
- Effectively coach your work group to achieve improved results.
- Develop effective questioning skills.
- Apply coaching skills and mindset to improve others' performance.
- Assess hands-on interactive case study and prescribe strategies learned in the series.

## Learning Options:

- Classroom training
- At your location

## Who Should Attend:

- New and experienced frontline leaders from office, manufacturing, and service organizations
- Individuals who provide leadership, direction, and guidance to a work group but not officially "management" employees

## Learn. Grow. Succeed.

**Delivery options include learning at MRA, at your location, or online.  
Contact MRA to explore how this program may be customized to your unique individual and team training needs.**



## Course Outline

- Discover how to strengthen the alignment between your work group and the priorities of upper management.
- Define coaching and the benefits of effectively coaching others.
- Examine the components of “Coaching in the Moment” and “Sit-down Coaching” and when to use each type.
- Develop coaching questions and verbally practice the skill to guide others to become more confident, self-sufficient, and accountable.
- Practice effective techniques for coaching up to your boss.
- Analyze a case study that connects and applies the leadership skills presented throughout the entire series.

“ I plan on using most of the tools I learned over the course of this series. Today’s activities helped me put everything into perspective. ”