



# Everyday Coaching Conversations

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Imagine an organisation in which leaders take advantage of daily opportunities to coach employees. Imagine creating an organisation in which coaching isn't something that's given to someone once-a-year, but is an exchange between employees and managers that is positive...motivating...forward looking. Everyday Coaching Conversations helps leaders identify, and take advantage of coachable moments with ease. Instead of a complicated, multi-step model, Everyday Coaching Conversations provides a simple prompt that makes coaching memorable and accessible in-the-moment for both novice and experienced coaches alike.



Coaching is not a “one-size-fits-all” method; it is unique to each individual. Good coaches help their employees find their own path to success. Yet formalised coaching can be a time consuming task that often gets overlooked for the more immediate responsibilities. The key is not to carve out time to coach, but rather embed coaching into the time you already have.

## Everyday Coaching Conversations

is a leadership development programme designed to help leaders take advantage of the quick, often taken-for-granted conversations they have with their employees every day. It allows leaders to coach on-the-fly whenever the opportunity arises. By providing a simple prompt and encouraging leaders to use aspects of positive psychology, mindfulness, and EQ, leaders create mind-opening conversations that leave both manager and employee feeling good about the interaction.

## Everyday Coaching Conversations

supports the goal of becoming a coach-like leader with the simple, yet powerful EC<sup>2</sup> prompt - Explore, Collaborate, Commit.

## EC<sup>2</sup> PROMPT

- EXPLORE what the employee is experiencing; understand their reality
- COLLABORATE to find a solution, think through options, and understand the implications
- COMMIT to an action, and follow up on progress, insights, and timing

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breaks down the EC<sup>2</sup> prompt to help individuals understand what is happening at each step that allows an impromptu conversation flow naturally. Explore, collaborate, and commit helps leaders focus on engaging in a positive exchange that allows the person being coached explore what is possible and commit to constructive, forward-looking actions. This highly experiential programme includes small and large group activities, paired learning, role-playing, reflection, and peer-coaching. The virtual experience covers virtual coaching strategies to enhance coaching relationships in remote work environments.

SPUR OF THE MOMENT  
IMPROVISED  
SPONTANEOUS  
IMPROMPTU  
ON-THE-FLY  
UNEXPECTED  
CASUAL  
INSTINCTIVELY





PERFORMANCE OBJECTIVES	ASSOCIATED LEARNING OBJECTIVES
Prioritise coaching as part of a leadership strategy	Understand the value of coaching the individuals on their team
	Learn how to take advantage of tools that support a positive approach to effective coaching
	Identify ways to know how each employee may differ
Utilise the elements of the EC <sup>2</sup> prompt	Identify the aspects of the EC <sup>2</sup> prompt
	Understand the impact and behaviours associated with effective listening using mindfulness and EQ
	Experience the value of asking more and telling less
	Know how to approach a challenging conversation
Instinctively apply coaching tactics in everyday interactions	Understand and apply positive psychology skills including mind opening questions
	Internalise the elements of effective coaching including emotional intelligence and mindfulness

Participants will leave the programme ready and equipped to take advantage of a conversation during exchanges that happen every day - on an elevator, in the cafeteria, over an afternoon cup of a coffee or passing in the hallway. Leaders will contribute to the creation of a coaching culture, where coaching becomes part of the fabric of the organisation.

## Everyday Coaching Conversations



**LENGTH:** 3 Hour VILT, Half Day ILT, and Full ILT



**MODALITY:** VILT and ILT



**AUDIENCE:** Managers, Frontline Leaders, Executives



**PREWORK:** One page, brief fillable PDF



**CLASS SIZE:** 20 people per class



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