

Navigational Conversations Live Virtual Agenda At-A-Glance

Session One - Getting Started	Session One - Foundations	Session Two – Who to How	Session Two - Listening
<ul style="list-style-type: none"> ◇ The Five Functions of Coaching – <i>the responsibilities of a coach</i> ◇ The Art of the Question Part 1 – <i>secrets to asking great coaching questions</i> ◇ Coaching Self-Assessment – <i>benchmarking your current coaching skill level</i> 	<ul style="list-style-type: none"> ◇ The Six Principles of Navigational Coaching – <i>the beliefs that drive behaviors</i> ◇ Problem Solving Mindset vs. Coaching Mindset – <i>shifting from owning the solution to coaching the solution</i> ◇ Coaching Mindset Assessment – <i>mapping current and aspirational positions</i> 	<ul style="list-style-type: none"> ◇ Who to Coach? – <i>a guide to coaching different levels of performers from new to declining</i> ◇ 5 Step Coaching Conversation Model – <i>a pathway to consistent coaching</i> 	<ul style="list-style-type: none"> ◇ The Art of Conscious Listening – <i>intentionally choosing a level of listening</i> ◇ 3 Levels of Listening – <i>Tracking, Focus and Presence</i> ◇ Listening filters – <i>understanding and minimizing negative impacts</i>
Session Three - Questions	Session Three - Art of Telling	Session Four - Art of Telling	Session Four - Integration
<ul style="list-style-type: none"> ◇ The Art of the Question Part 2 – <i>more secrets to asking great coaching questions</i> ◇ 3 Intentions of Questions – <i>Collecting Data, Stimulating Awareness, Promoting Responsibility</i> ◇ End of qu'ggestions – <i>shifting from offering suggestions in the form of a question to asking solution-free questions</i> 	<ul style="list-style-type: none"> ◇ Embedding tools and skills learned in past five sessions – <i>demonstration of coaching competency</i> ◇ The Art of Telling Part 1 – <i>Positive, Corrective and Developmental Feedback</i> ◇ Positive Feedback – <i>a simple and powerful formula for positive feedback that ensures high impact</i> 	<ul style="list-style-type: none"> ◇ The Art of Telling Part 2 Corrective & Developmental Feedback – <i>how to deliver corrective and developmental feedback in a way that minimizes resistance and maximises understanding</i> 	<ul style="list-style-type: none"> ◇ Integrating Feedback into coaching – <i>how to spot the opening that shifts the conversation from telling to coaching</i> ◇ Providing Perspective – <i>how to share perspective in a coach-like fashion: Informing, Sharing personal experience or advice, Requesting</i> ◇ Capstone – <i>bringing it all together</i>

1. **Pre-Training Prep Work:** a little bit of homework to get your mind "warmed up" for our sessions!
2. **4 - Training Sessions:** taught Live Virtually, sessions are approximately 3 hours in length and include a variety of learning approaches including: short presentations, group discussions, video clips, breakout rooms, individual & group exercises, and of course coaching demos & practice
3. **Post-Training:** 12 weeks of Mindmarker Reinforcement. A mobile and desktop app for real time reinforcement and up to 400% greater retention and therefore fantastic return on investment! We help "put into practice" what you learn.