

Creating a Coaching Culture



An online course from



Course Objectives:

- Understand the difference between the styles of a manager and a coach
- Give feedback in a coaching situation
- Articulate the importance of feedback
- Utilize open, essence, and summary questions when coaching
- Utilize coaching questions to overcome potential roadblocks

Coach vs. Manager

Manager	Coach
Reactive	Proactive
Focuses on the past	Works on the future
Gives directions	Gives feedback
Focuses on the product first	Focuses on the process first
Tells	Asks
Policy driven	Values driven

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Course Features:

- Pre and post tests
- Learning games
- Voice over
- Animation

Focus on the Past vs. Work on the Future



The history of your chapter is important, but are there areas on your history that are holding you back?

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Suggested Audiences:

- Collegians in leadership roles
- Advisors and volunteers
- Headquarters staff
- National Council
- Chapter Consultants

For more information:

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Impact?

- 86% higher success rate on customer metrics
- 70% more success in reducing turnover
- 70% higher rate in productivity
- 44% higher success rate in profitability
- 78% higher success rate in safety figures

