

# THE COACHING CLINIC™

*Creating a Culture of Coaching for  
Two FlashPoint Clients*

# MEET THE COACHING CLINIC™

In The Coaching Clinic™, managers learn how to use a coach approach to develop accountability and achieve results through direct reports.

## RESULTS

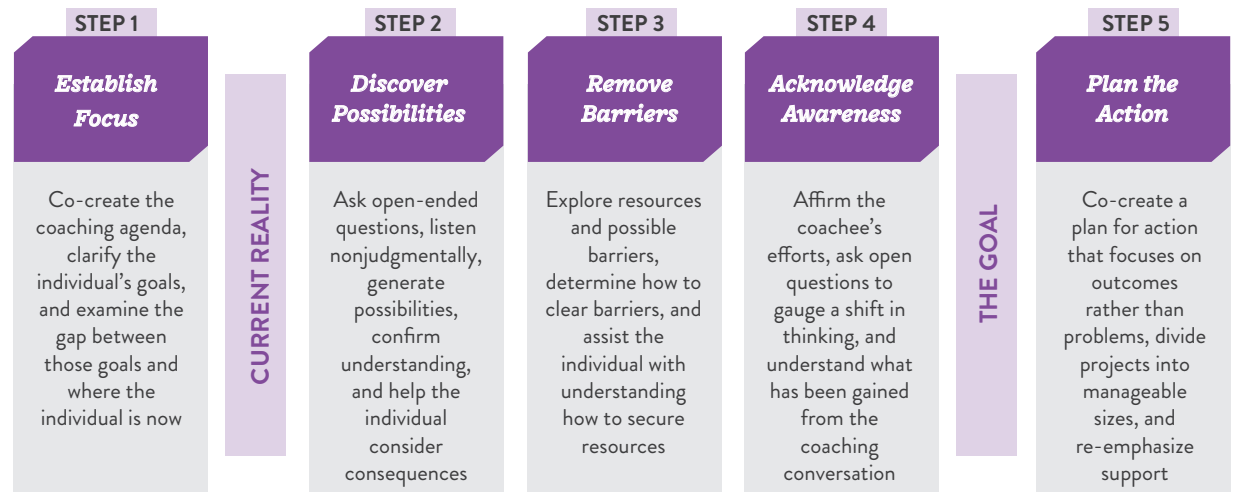
- *Improved Relationships*
- *Developed + Retained Team*
- *Stronger Accountability*
- *Greater Team Results*

## WHAT IS THE COACHING CLINIC™?

During The Coaching Clinic™ Workshop, managers learn easy-to-implement coaching skills that generate clear commitments and build strong team accountability to engage employees in achieving results. The Coaching Clinic™ uses the five-step Coaching Conversation Model™ (Establish Focus, Discover Possibilities, Remove Barriers, Acknowledge Awareness, Plan the Action) to train managers in strategic coaching skills. Participants experience real-world peer coaching practice sessions, get feedback on their coaching effectiveness, and develop a personal action plan to apply skills in their daily work.

THE  
COACHING  
CLINIC™

## THE COACHING CONVERSATION MODEL™



## HOW WILL THE COACHING CLINIC™ BENEFIT YOUR ORGANIZATION?

Managers gain highly impactful coaching skills that support every part of their role, including improving relationships, leading others, developing and retaining team members, and strengthening accountability. The organization is poised to adapt and respond to the needs of an evolving workplace with managers who can, respond rapidly, leverage creativity and innovation, manage change and performance, and build leaders for the future. Employees benefit from getting just-in-time feedback from manager-coaches which strengthens trust, increases employee engagement, builds confidence, and improves performance.

# What Does The Coaching Clinic™ Accomplish?



DEVELOP STRATEGIC SKILLS FOR MANAGERS, LEADERS, AND COACHES

## Leaders also:

- Understand the benefits of coaching and how to apply coaching skills in the workplace
- Learn to build trust and adopt a successful coach approach
- Receive peer feedback on coaching effectiveness and build a personal development action plan to implement new coaching skills on the job
- Develop and practice important coaching skills such as Contextual Listening™, Discovery Questioning™, Moving Messaging™, and Active Acknowledging™
- Complete the Personal Coaching Styles Inventory™ to define their personal coaching style and recognize the styles of others, as well as the strengths and liabilities of each style

HOW CAN YOU BRING THE COACHING CLINIC™ INTO YOUR ORGANIZATION?

- ▶ Two-day, full Coaching Clinic™ program
- ▶ One-day, condensed Coaching Clinic™ program
- ▶ Half-day Coaching Conversation Model™ workshop
- ▶ Half-day Personal Coaching Style Inventory™ workshop

WAYS TO CUSTOMIZE + REINFORCE THE COACHING CLINIC™

- ▶ Reinforcement sessions
- ▶ One-on-one/practice coaching
- ▶ Group coaching
- ▶ Executive overview sessions

# GENERAL CONTRACTOR



INDUSTRY  
**CONSTRUCTION +  
ENGINEERING**



PROGRAM IMPLEMENTATION  
**PART OF A LARGER  
LEADERSHIP  
DEVELOPMENT INITIATIVE**

## CLIENT PROFILE

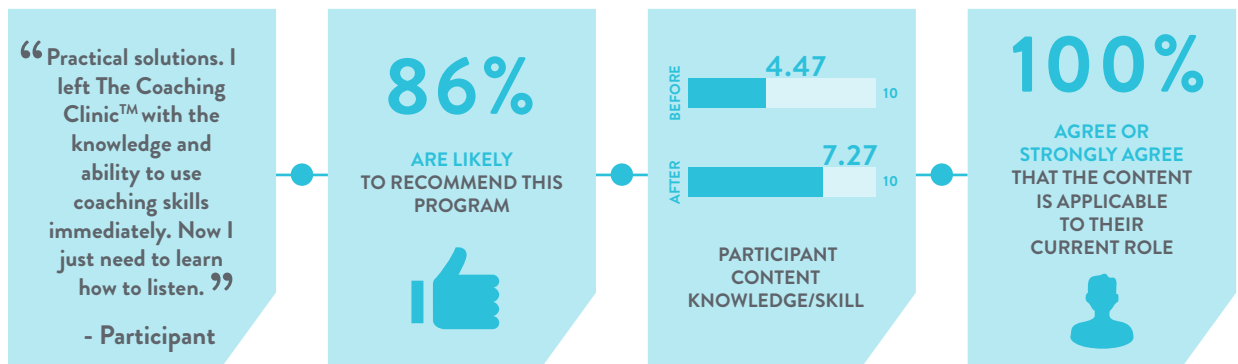
The client is a highway, heavy construction, asphalt paving, concrete paving, and site-development general contractor.

## DESIRED OUTCOME

The goal of the client's long-term leadership development strategy is to develop leaders, promote excellence, and bridge communication gaps between divisions and generations. Building leaders' coaching skills was identified as a way to specifically improve communication across the organization, increase leader influence, and develop other leaders.

## SOLUTION

FlashPoint helped the client expand on previous years of progressive, leveled leadership development by adding The Coaching Clinic™ coaching skills development to the leadership program. The Coaching Clinic™ teaches leaders to go beyond the “what” of leadership development into the “how”. The Coaching Clinic™ program, reinforced with follow-up webinars, teaches participants the coaching skills that bring the client's values to life. Candidates are then selected for the year-round coach certification program, grooming the participants to pay it back to the organization by coaching and developing other leaders. These “super coaches” have been highly engaged in supporting the development of other leaders and, as a result, the program has expanded, adding additional coaches each year and continuing the legacy of leadership development. The leaders are now coaching and developing others, including emerging leaders and high-potential leaders who would be candidates for the company's high-profile leadership development program.





# BUSINESS SHARED SERVICES



INDUSTRY  
HEALTHCARE



PROGRAM IMPLEMENTATION  
**COMPREHENSIVE  
COACHING SKILL  
DEVELOPMENT  
PROGRAM**

## CLIENT PROFILE

The client is a shared service center for a healthcare organization with 170,000 associates and 32 locations across the United States. It provides HR, supply chain, and financial services.

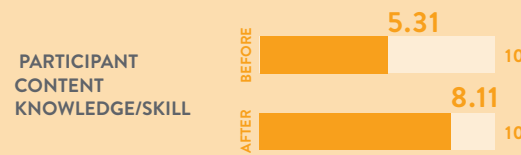
## DESIRED OUTCOME

Our client wanted leaders who were sharply self-aware of their own leadership styles and who demonstrated accountability and ownership of the organization's goals. To do that, they envisioned a culture of coaching where leaders are expected to coach others and are well-versed in coaching skills and a shared coaching process.

## SOLUTION

After utilizing individual and group coaching as part of leadership development for several years, FlashPoint recommended the client take it a step further. Building a coaching culture inside the organization could be deepened with the intensive coaching skills program for managers, The Coaching Clinic™. Participants were grouped into cohorts for multiple sessions over the course of six months, paired with partners for peer coaching practice sessions, and provided small group coaching sessions to reflect on implementation and challenges. At the conclusion of the program, each participant coached the program facilitator who evaluated his or her progress and capabilities across 10 targeted skills, and provided additional feedback for improvement. The result was leaders who demonstrated real-world coaching skills and contributed to the culture of coaching.

“ I was able to self identify areas that I need to improve on to be a better coach. I really liked the book & tools that were given to us to reflect on after class is over. ”  
- Participant



Source: FlashPoint Participant Data

# Meet FlashPoint



FlashPoint provides the top research-based leadership programs, as well as customized consulting to support your organization's leaders. As a boutique firm and Women-Owned Small Business, we can be nimble in an ever-changing landscape and work with you to achieve real and lasting results.

## LEADERSHIP DEVELOPMENT

- Leadership strategy and programs
- Conferences and workshops
- Learning reinforcement
- Competencies development
- Assessments



### IMPACT

- ✓ Recognize potential
- ✓ Grow your leaders' capabilities
- ✓ Build tomorrow's leaders now

## TEAM EFFECTIVENESS

- Custom team programs
- Retreats and training
- New leader assimilation
- Assessments



### IMPACT

- ✓ Improve collaboration
- ✓ Build healthy and productive teams
- ✓ Create alignment through strategy

## COACHING

- Executive, high potential, and emerging leader coaching
- Team and group coaching
- Coaching skills development
- Assessments



### IMPACT

- ✓ Provide personalized development
- ✓ Accelerate leader growth
- ✓ Maximize contributions

## FLAGSHIP PROGRAMS



# READY TO EXPLORE THE BENEFITS OF THE COACHING CLINIC™?

*FlashPoint can...*



[www.flashpointleadership.com](http://www.flashpointleadership.com)



**FlashPoint.**