



Newsletter Issue: January 2018

The Northeast Community College Center for Enterprise (CFE) is a division of Northeast Community College dedicated to providing education and training solutions to Northeast's 20-county service area and beyond. We provide on-site, customized training tailored to fit your organization's needs.

How can we help?

The Center for Enterprise has two distinct approaches to assist companies while utilizing coaching.

1. We can train a group of individuals at your organization on how to coach their staff.
 2. We can pair our certified professional coach with individuals in your organization to offer one-on-one leadership and performance coaching to unlock existing potential.
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From the Team

- ➔ The concept of coaching in the workplace is gaining momentum. It also has its share of misconceptions. Here are a few:

Coaching is the same as mentoring

While similar skills are used, coaching typically has a shorter, set duration, is more structured and focuses on



Training your Managers to become Coaches

At some point, everyone has heard the statement, “people leave managers, not companies”. According to a recent Gallup study, the sad and harsh reality associated with this statement is that 50% of employees have left a company to get away from their bosses or managers. This means that one out of every two people who have left your company or your department may have done so because of something you, as the manager, did or did not do.

Not a very favorable statistic and not one to ignore. With low employment levels throughout the Midwest, losing employees is damaging. Reduction in workforce can reduce productivity, increase training expenses, and negatively affect the motivation and job satisfaction of the employees that stay. When you think about your obligations, you might think to yourself, “What more can I possibly do?” The answer: you can invest in your staff - with coaching.

When you break it down, coaching is a series of conversations in which guidance and purposeful questions are asked by the coach (you, the manager) that stimulate learning, change and transformation for the employee. Goal setting and outcomes based accountability are included in the process. It operates on an emotional plane and involves high levels of trust between the coach and the employee. When done correctly and consistently, coaching will benefit both the employee and the organization and it may just be the secret to retaining employees and increasing job satisfaction

specific development areas. The difference can be summarized as “A coach has some great questions for your answers; a mentor has some great answers for your questions.”

Coaching is “touchy feely”

Managers know the work is easy – it’s the people that are difficult. Because personal issues deal with intangible elements that are hard to quantify, they often get mislabeled.

Coaching is used for correcting behavior

The focus of coaching should be on what people are capable of doing, not about what they’ve done wrong. Coaching works best for motivated performers who want to achieve more. It is less successful with poor performers as they tend to resist being coached.

Coaching is telling people what to do

A coach is not qualified to tell someone how to do their job. They can, however, help overcome obstacles by offering a different perspective to stimulate thinking. People learn best through self-discovery. It’s the coach’s role to guide them through the discovery process.

Coaching is more than providing feedback. Many managers don’t have the time to coach their employees to their fullest

throughout. Benefits typically seen as a result of coaching are:

- Increased engagement
- Increased confidence in their job performance, their relationships, and their ability to take on new tasks and responsibilities
- Increased motivated and sense of fulfillment

The organization will find benefit from coaching because it provides a valuable tool for recruitment and retention. Employees want coaching and consistent feedback. Once a year, for one hour at an annual review is not enough for employees to feel truly connected to the organization. Coaching also assists in aligning employee growth with organizational needs. Developing your employees potential will inspire development, opportunity, and increase productivity throughout. With coaching, your organization will find that it will have a reserve of capable and confident employees. They will experience deeper relationships with their managers and their loyalty to both the organization and the coach/manager will be strong.

However, coaching is not an easy or an overnight process. Some managers will take to coaching easily and are “natural born coaches”, but that is not true for all. Strive to be the coach that inspires. Be the coach that “pulls” his/her employees to do their best and be their best. Show respect to your employees, be a good listener, and provide them feedback to allow for growth. Become an effective manager who is a coach and a mentor. The Northeast Community College Center for Enterprise welcomes the opportunity to partner with you, your managers and your company to provide training that will provide you the knowledge and the skills necessary to make coaching a valuable component to your organization’s infrastructure.

Amy Kaiser

Free Needs Assessment!



Take this short survey to find out how the Center for Enterprise can help your organization with all of your training needs.

[Click here to take a survey.](#)

potential. The CFE can be your coaching partner.

Tracy Melcher

➔ In training discussions with employers I am frequently asked the following questions:

1. What sets your training apart from others we have taken?
2. How are the skill-sets obtained through the training sustainable?

The short answer to the first question is that the Center for Enterprise takes the time to understand exactly what skill-sets or behaviors your company is trying to improve or change, and we develop training specific to those outcomes.

The answer to the second question is two-fold. Our trainers will assist your organization by providing short exercises that reinforce the agreed upon outcomes. These can be used either during team meetings or during a one-on-one coaching opportunity.

Another highly effective way to make training outcomes sustainable is by incorporating professional coaching. We have certified professional coaches that will engage with individuals for short-term professional development. The coaching sessions are focused on specific areas of the training that support

Building a Positive Coaching Culture

➔ Effective leaders can motivate, inspire and mentor employees and future leaders. Becoming an effective coach takes time, patience and a plan. If you are in a position of transitioning leadership, finding most of your institutional knowledge leaving your organization and are looking for guidance - focus on your succession plan and provide systemic mentorship and coaching to avoid pitfalls.

Over the years, I have adopted a philosophy in working with my teams, mentoring future leaders and coaching for success: dream big, build small, fail soft and act now. You must build trust, hold yourself accountable and provide individuals access to your time before implementing. Once you teach how to dream big, flatten the box and carefully move forward by building small, they will begin to think and ultimately act on their own. Building fail-safe features is key. Your team must know that it is okay to fail which instills trust in their leader. It is your responsibility, as a leader, to ensure that your employees can fail soft – avoiding the crash and burn. With trust and guidance, your team will act now which will move you forward.

High performing teams don't happen by accident. They are built by leaders who are willing to passionately mentor and add a big dose of positivity. Positivity begins with a mindset and can be instilled through coaching. When you subtract negativity, earn trust, and add positive coaching to your talent - the sky is the limit.

Eric Johnson

the agreed upon skill-set or behavior. The coach helps the individual discover the solutions within themselves.

Coaching has been highly effective in helping individuals become more engaged in their work as well as more confident in their abilities. The individual generally takes on more responsibility and they tend to hold themselves and those around them more accountable for their actions. These are just some of the outcomes we have seen through coaching and have seen numerous organizations embrace as they strive to bring out the best in their employees.

Jim McCarville