COACHING TEAMS

Learn to understand the process of putting a group of people together and having them become a team. Teams typically go through the following stages: Forming – Storming – Norming and Performing. You will learn how to navigate through the stages and how to avoid getting stuck in “storming”. Your role includes not only guiding the team, but coaching individuals along the journey. It is amazing how much a Team can accomplish, and as the coach you get to help people accomplish things that they did not believe were possible.

∙What does being a coach mean
∙Learning to listen for intent
∙Giving feedback
∙Patience and inculcating are required
∙Are you a playing coach?
∙Establishing the baseline of performance
∙Establishing goals with the team
∙The importance of using time outside of meetings
∙Learning the critical difference between “Knowing the team will win” and “Knowing how you will win”

About the Instructor

Paul Hine is president of ProfitLink Inc., a customer-focused consulting firm that helps companies to develop and implement change initiatives. He has worked extensively with manufacturing, retail, distribution and service organization. He earned his bachelor’s and master’s degrees in business from the University of Connecticut and is co-author of The World of Negotiations—Never Being a Loser.