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# ALEXANDER ASSOCIATES

## LEADERSHIP SOLUTIONS

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Leading in the *New Normal*:

### Recognised Leader as Coach Award

**Duration:** 2 days 9am-5pm

**Delivery Mode:** In-House/Face-to-Face Public Course/100% ONLINE

**Certification:** Upon completion of this programme, successful learners will achieve the following internationally recognised leadership certification from the Association for Coaching in the UK:

- 'Recognised Leader as Coach' Award

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### Introduction

The aim of coaching, in a business context, is to unlock the full potential of those you lead, to maximise performance. There has never been a time when you needed to harness the collective creativity and initiative of your whole staff more than you do now. Put simply, coaching is the key that unlocks the full talent within your people.

Before the global pandemic broke out and disrupted businesses around the world, the Harvard Business Review had already reported, in 2019 that highly successful, flexible and future-focused companies were moving to '...a model in which managers give support and guidance rather than instructions, and employees learn how to adapt to constantly changing environments in ways that unleash fresh energy, innovation, and commitment. This is dramatic and fundamental. *The role of the manager, in short, is becoming that of a coach*".

### Overview

The 'Recognised Leader as Coach' Award gives a solid foundation in the practical skills needed to coach staff to enhanced levels of performance.

During the programme, participants will learn eight core coaching skills and one highly efficient framework to shape coaching conversations. The focus is on practical skills that can be used immediately to lead staff to new levels of performance.

**Alexander Associates Leadership Solutions SDN. BHD.**

Level 30-32 | Menara Prestige | No. 1 Jalan Pinang | Kuala Lumpur | 50450 |

t +60 3 2728 1018 | alexanderassociates.my |

These skills will be especially useful in:

- Maximising staff engagement in the office and WFH (working from home)
- Developing new SOPs that are efficient and effective
- Responding quickly to ongoing commercial changes resulting from Covid-19
- Seeing new opportunities to innovate and gain competitive advantage more powerfully than ever before

## **MAIN BENEFITS**

Your organisation will have:

- trained leaders who can coach competently
- enhanced management communication
- motivated and positive staff engagement
- powerful connections with Millennials
- retention of highest performing staff
- empowered staff who exercise initiative

## **DETAILED PROGRAMME CONTENTS**

### **DAY 1**

#### **Module 1: Fundamentals of Leadership Coaching**

- Understanding the potential of coaching to increase team performance
- Identifying when leadership coaching is the right intervention
- Aligning leadership coaching with organisational goals and KPIs
- Developing professional listening skills

#### **Module 2: The LEDA Coaching System**

- The LEDA 5-Step Coaching System framework
- LEDA Step 1: Framing and focusing coaching conversations
- Building trust and positive rapport
- Using empathy skills within a coaching conversation
- Coaching using the principles of Lean Management
- Developing positive non-verbal communication skills
- Developing questioning skills

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### **Module 3: Creating a Positive Coaching Relationship**

- Recognising achievement and motivating belief
- LEDA Step 2: Discover the Current State
- Baselining skills
- Checklist technique
- Using probing questions within coaching conversations
- How and when to use challenging questions

### **Module 4: Focused Coaching Conversations**

- LEDA Step 3: Set the Target State
- Visualisation skills for continuous improvement
- Learning to listen for what is not being said

## **DAY 2**

### **Module 5: Generating Possible Solutions**

- Raising awareness and increasing initiative
- LEDA Step 4: Generating Possible Solutions
- The power of self-discovery
- Brainstorming within a coaching context
- Developing the skill of using silence

### **Module 6: Coaching to Commitment**

- Scaling technique for setting achievable targets
- Motivating action
- LEDA Step 5: Coaching to Commitment
- Organizational Behavioural Management
- Developing pinpointing skills

### **Module 7: Flowing Through the 5-Step Coaching Cycle**

- Practicing all 5 steps of LEDA Coaching Conversations
- Sharing feedback and feedforward
- Identifying the next level of challenge

### **Module 8: Development Through Reflective Practice**

- Developing reflective practice
- Using the coach continuous improvement checklist
- Learning log planning and review
- Setting next steps to embed and enhance coaching skills

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