

LEADERSHIP CONVERSATIONS

Coaching skills

'I was excited to see how surprised my team were with their own results. They couldn't believe that by implementing one micro-behavioural change in their store, they could shift the results of a department so quickly.'

— Retail Leader of Frontline Team

If your goal is to increase retention, improve productivity, drive sales or boost employee wellbeing, your leader's ability to coach and develop people to achieve success is an essential leadership skill.

Research shows that 70% of variance in team engagement is determined by the leader. GRIST's coaching skills program improves leaders' ability to engage their team members to learn, grow, and win.

GRIST's micro-behavioural coaching and feedback frameworks gives coaches up to 20 small, easy coaching behaviours that make any coaching or feedback conversation more effective. These micro-behaviours take minutes to learn, have immediate impact, and are mastered in weeks, not years.

Key components

- Understanding your impact as a leader
- The focus, frequency, quality development cycle
- Translating measures of success into micro-behaviours
- The psychology of performance model
- ACDC or Tactical GROW micro-behavioural coaching framework
- Implementing a coaching operating rhythm
- How to conduct a coaching self-assessment

WHAT THE NUMBERS SAY

85%
adherence to leadership operating rhythm
Major Australian Insurer

22% uplift in quality of coaching
Major Australian Health Insurer

+

23% increase in quality of customer conversation

11%
decrease in Average Handling Time
Major Australia Utility

+4%
Culture Index
Major Australian bank

+15%
NPS, highest ever result achieved
Large Australian Super Fund

Program outcomes for participants

- Build stronger, more effective relationships
- Translate performance and business KPIs into actionable behaviours and achieve an immediate uplift in the performance and productivity of their team
- Implement coaching techniques that encourage personal responsibility, independence, and positive goal setting
- Structure feedback to create a motivating, growth mindset-oriented learning experience

Program delivery options

- Self-paced online or
- 1- or 2-day face to face or
- 4 x 3-hour spaced and paced virtual workshops

n.b.: Pre-work often requires participants to bring a recording of a 5-15min coaching conversation to the workshop.