



Discover New Coaching Ideas!

Date: February 7, 2006
Place: Hilton Garden Inn
Green Bay, WI
Time: 8:30 a.m. - 4:30 p.m.

Communication & Coaching Skills for Supervisors & Managers

How will I benefit?

You will come away from this one-day seminar with the skills to lead your team to new levels of improved performance.

The purpose of this workshop is to heighten awareness and skills associated with communication and coaching.

The primary focus of this learning experience is exploring how each individual is unique and the important transformation that takes place when leaders use this knowledge to guide others toward top performance.



Communication & Coaching Skills

Discover your natural communications style. Is your style preventing you from delivering effective coaching to your team? This one-day seminar will assist you in identifying and understanding your communication style, how to adapt it to different personalities for **better communications for more effective coaching.**

Identify the 4 major communication styles for your team:

- D** **Dominant** - direct, wants to SAVE TIME
- I** **Influencing** - wants applause, the JOB made EASY, and to talk
- S** **Steady, Supporter** - wants guarantees, certainty and LESS RISK.
- C** **Conscientious** - wants the FACTS, the details and the information before making a decision.

Register Online:

www.callcentersolutions.net/registration.htm

During the seminar we will:

- Explore communication styles.
- Understand the role of coach.
- Apply the coaching cycle:
 - Teach
 - Encourage
 - Correct
- Practice Skills Coach for Quality
- Coach for Productivity

Take the next step to improved performance!

\$299.00

25% discount for each additional registration

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