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## SAMPLE TRAINING PROGRAM OUTLINE

Unlimited Coaching Solutions is a total solutions provider, offering training assessment, design, delivery and evaluation. We work with you to find the exact solution for you. We help you get results through your people, making a positive impact on your organization's bottom-line.

We realize our success when we've helped you realize yours. We partner with you to create a dynamic, custom, and effective training solution that brings you to new levels of success.

With a comprehensive training program, you don't just get a motivational feeling that lasts for a week—you get a transformational experience, and simple yet powerful tools that you take back and use in your workplace immediately. Short sessions are scheduled with ample time in between to practice and apply techniques.

All courses are customized using the needs assessment information provided by your organization. Specific course objectives and measurable outcomes are provided for each course.

Below is a sample of a proposed program outline for XYZ Company.

A meeting was held on January XX, 200X with John Doe of XYZ Company to assess the needs of this organization. Through the needs assessment process, it was discovered that XYZ Company has been exhibiting the following symptoms:

- Problems retaining employees
- Loss of customers
- Decreased sales/performance
- Low morale/poor attitudes
- People not getting along

XYZ Company would like to enhance their workplace culture, improve communication between employees, better service their customers, and improve the leadership in their organization. To make these improvements, XYZ Company recognizes the need to further develop their staff.

The following programs have been proposed as solutions to help improve XYZ Company's organizational performance through people performance:

- The Four Agreements of Leadership (40 hour program)
- The Four Agreements of a Team (16 hour program)
- Service Focused Selling Skills (28 hour program)

### **Scheduling**

Sessions are typically scheduled in 4-hour modules, every other week. With this investment of time, the Leadership program can be completed within 6 months. Other programs can be delivered in the same manner with an investment of 4 hours every other or every third week.

## **Targeted Results**

XYZ Company will measure the success of the development programs by the following:

- An improvement in employee retention
- Higher sales
- Higher customer retention
- Improved productivity/performance on annual performance reviews

XYZ Company is prepared to support the training initiative through the creation of individualized development plans focusing on planned action steps identified through the modules of each of the programs.

## **Outline: The Four Agreements of Leadership**

Program Duration (40 hours delivered in 4 hour modules every other week)

Participants (Upper and Mid-level Managers; total of 20 participants)

### Strive for 5! Achieving Level 5 Leadership

- Implementing your Vision, Mission and Culture
- Defining a Level 5 Leader
- Signs and Characteristics of Great Leadership
- Leaders of Today and Tomorrow & Challenges
- Change – How to Drive it for Support

### The Four Agreements of Leadership

- Be Impeccable with your Word
- Don't Take Anything Personally
- Don't Make Assumptions
- Always do your Best

### Why Can't you Think and Act like Me?

- Identifying personal preferences
- Strengths and limitations
- Adapting/Communicating
- Identifying the various styles

### Creating a Positive Team Culture

- Characteristics of Effective Teams
- DiSC and Teams – how individuals combine
- Team Strengths & Limitations
- Using our Strengths
- Team Phases & Team Roles

### Doing the Right Thing: Situational Leadership

- The Success Model
- Leadership Styles & Behaviors
- Leading Different Behavior Styles
- Blending Behavioral Styles and Situational Leadership Theory

### Setting Expectations for Excellence

- Understanding WOW – customer expectations
- Managing Expectations
- Setting Expectations for Staff
- Managing Performance

## Leadership Communication: Listening & Asking Skills

- Characteristics of Leadership Communication
- Effective Listening
- Listening Barriers and Benefits
- Asking Skills

## Delivering Effective Feedback

- About Feedback
- Giving Constructive/Corrective Feedback – steps
- Opening the Door
- Dealing with Discipline Issues
- Positive Reinforcement & Redirecting

## Coaching for Problem Solving & Development

- Coaching – WIIFM?
- Our Experiences being Coached
- Coaching is...Coaching is not...
- No Telling!

## Effective Delegating

- What to Delegate – What Not to Delegate
- Steps of Delegation
- Delegating with Authority

## Tying it All Together (4 hour module)

- Joint session with staff – Interactive Team and Skill Building

## **Outline: The Four Agreements of a Team**

Program Duration (16 hours delivered in 4 hour modules every other week)

Participants (Staff members not included in Leadership Program; total of 45 participants – 3 groups)

## Building a Team Using the Four Agreements

- Implementing your vision and mission
- Linking vision and mission to culture
- Your role as a team
- Applying the Four Agreements

## Why Can't You Think & Act Like Me?

- Identifying personal preferences
- Strengths and limitations
- Adapting/Communicating
- Identifying the various styles

## Developing Team Skills

- Effective Team Characteristics
- Using the Four Agreements on a Team
- Role Expectations, Team Phases and Team Roles (Profile and role playing)
- Situational Self-Leadership
- Team Communication
- Effective verbal, nonverbal & listening skills to create open communications

## Feedback

- Learning to give positive and negative feedback to each other & the boss
- Giving positive and negative feedback
- Dealing with difficult feedback situations & practice
- Problem solving & decision making

## Tying it All Together (4 hour module)

- Joint session with staff – Interactive Team and Skill Building

## **Outline: Service Focused Selling Skills**

Program Duration (28 hours delivered in 4 hour modules every other week)

Participants (Sales staff; total of 10 participants)

## Sales and the Four Agreements

- Sales Perceptions
- Applying the Four Agreements to Sales

## Why Can't you Think & Act like Me?

- Identifying personal preferences
- Strengths and limitations
- Adapting/Communicating
- Identifying the various styles and selling effectively to each

## Why You?

- Understanding and Communicating your Value
- Identifying your differentiators
- Selling Value

## Networking & Prospecting: The Benefit of Expert Schmoozing!

- Where to network and prospect
- How to network and prospect
- Contact management and follow-through

## Planning to Sell: Pre-Sales Preparation

- Understanding funnel management
- Using organization and time management skills

## During the Sale

- Getting to the decision maker
- Overcoming objections
- Asking for the sale – trial closing and closing techniques

## Post Sale: Service, Follow-through, and Opportunities

- Referrals, referrals, referrals – how to ask for them!
- Up selling opportunities
- Service and relationship management

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