



Conductor

AUDIENCE

All managers responsible for the personal development and performance results of others.

Build a Culture of “World-Class” Coaching

Overview

Conductor, from BTS, is an innovative, team-based experiential learning program improves individual and organizational performance by building managerial competence. It develops a common language for diagnosing performance problems, presents tools and skills for providing effective performance and developmental feedback and creates an “aha” experience that demonstrates the importance of individual behavioral styles.

Key Results

Conductor provides managers with the tools and motivation to apply world-class coaching principles to their teams. As a consequence, the organization observes:

- improved alignment of employees which generates greater opportunities for individual and team goal achievement.
- increased manager to employee communication
- improved employee engagement and morale

Critical Applications

As a direct result of completing the program, managers begin applying the skills and knowledge gained in critical areas such as:

- creating coaching plans for all employees
 - for improvement of current performance
 - for developmental purposes
- improving communication with employees who have a different behavioral style.
- improving communication with a manager with a different behavioral style.
- identifying other barriers to communication with superiors and subordinates.

Learning Outcomes

Conductor builds the awareness, motivation and skill to be a better coach. Participants in the program:

- realize the importance and power of effective coaching
- learn the importance of relationships in successful coaching
- recognize their filters leading to assumptions & judgments
- identify barriers and discover common interests
- master a natural and non-manipulative model for coaching interactions
- create a specific coaching plan for one of their current performers

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Program Description

Conductor begins with an engaging video and exercise to take participants into the minds of a performer. Participants create criteria they would use to hire their own coach, and explore barriers to and benefits of effective coaching. Participant “conductors” then explore the filters they carry in their personal and work lives, discovering their personal behavior styles and understanding what can occur when diverse styles interact.

During the second half of the day, in a custom four-part case study, teams evaluate and select best practices and coach each other in the context of the evolving case. They explore root causes and practice coaching sessions in pairs using BTS’s coaching model. Participants also apply best practices and learn the power of relationships, sharing and inquiry. As a final activity, each conductor creates a detailed coaching plan for one of their performers and identifies which coaching characteristic they will focus on during the next 90 days.

Implementation/Customization

Conductor is implemented in either a full-day or a day-and-a-half session. The program requires one trained facilitator per four teams of six to eight people. Case studies are customized around current organizational issues, culture, and challenges. Optional videotaping of custom coaching session practice is available, as well as a coaching feedback survey which may be administered (by BTS) either before or after the program. *Conductor* is part of BTS’s *Performance Mastery System™*, a suite of integrated products, tools, and processes designed to create sustained alignment and engagement.