

COACHING CAMP

Turn Managers into Coaches and Leaders

FI STRATEGIES, LLC

For many people in managerial roles, they have received very little, if any, training on how to be a highly effective and confident coach and leader. The result can be disastrous for them and the credit union.

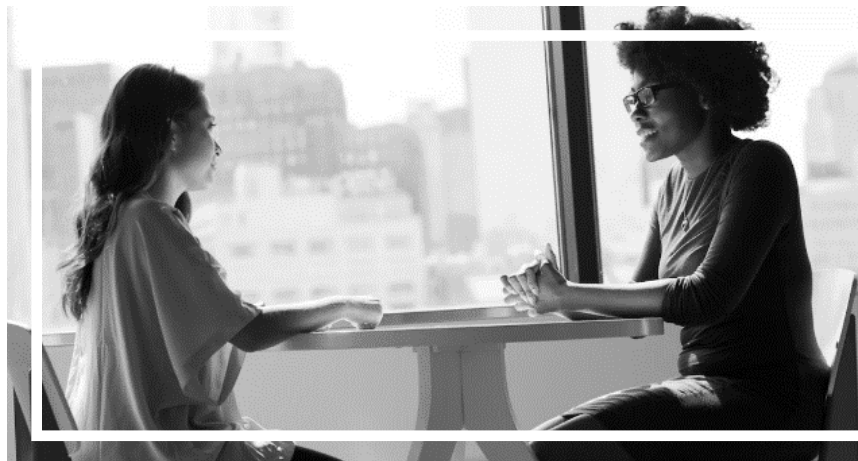
At a time when they need to prioritize the performance of their leadership teams and all those who report to them, many managers are challenged with relinquishing their focus on the operation side of the business and embracing the need to focus squarely on leading the performance of others.

Unfortunately, this environment can exist at every level of the organization – executives, middle-managers, branch managers, department heads, supervisors – and impact the performance of teams and individuals. Every people-leader can benefit from optimizing their coaching and leadership performance.

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As someone who has been a supervisor previously and a manager now, I have never received any type of coaching or leadership training. Coaching Camp has really helped me step up my game.

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A highly successful transition from “manager” to “coach” requires three key components: 1) content that is tailored specifically to your organization and individual; 2) skill development that is actionable and can be easily deployed; and 3) ongoing support to make sure the transition sticks. The consultants at FI Strategies are prepared to deliver all three!

SPECIFIC CONTENT

First, we will conduct a discovery meeting with the senior team to set clear expectations for the future and define specifically what “coaching” and “leadership” mean to your culture. The definitions derived from this meeting become the cornerstone for the development of your coaching content and all subsequent steps will be in complete alignment.

Next, we'll need to learn about the individuals currently filling your manager roles. This will be accomplished through a variety of diagnostic steps, including a self-assessment and one-on-one conversations. As a result, we will learn precisely what needs to be improved, enhanced, and accelerated in regard to each manager's performance.

In short, no cookie-cutter solution here – Coaching Camp will be the perfect fit for your organization.

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82% of managers said they are a better coach as a result of what they learned in Coaching Camp.

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SKILL DEVELOPMENT

Becoming an effective coach and leader requires more than just a positive attitude and strong desire; it takes skills and behaviors to breakthrough and become the type of coach and leader the organization needs them to be. Coaching Camp will deliver those skills and behaviors.

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Over 4 of 5 managers said they are more confident coaches and leaders as a result of Coaching Camp.

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Our engaging workshops will give managers what they need in order to deliver on your expectation and definitions. Building on proven coaching and leadership skills, our consultants will instruct your managers on how to perform day-in and day-out with their teams. These will not be “sit-and-get” sessions; they will be highly interactive so each manager has ample opportunity to practice and deploy what they learn.

Some workshops will be delivered onsite where we can establish a powerful personal connection with each manager and some will be virtual delivery so we can focus in on more specific topics. Either way, our consultants bring the expertise and experience to instill in your managers what they need to perform at that desired next level.



ONGOING SUPPORT

No skill development will ever realize its full impact without follow-on support. And, in many cases, the best support comes from the same consultants who delivered the content. Our consultants are not just expert trainers, they are also expert coaches.

In regular field coaching meetings, we will produce an action plan personalized for each manager and built on the coaching and leadership regimen they need to establish with their teams. This step not only solidifies the skill building but also holds each manager accountable to start and stop doing what's needed in order to support your desired culture.

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I think this is one of the best opportunities we have provided to our managers in the past several years.

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Each manager's performance will be documented and their progress reviewed in periodic meetings with your executive team. These meetings are critical to assess overall performance, celebrate successes, and identify additional future needs. There's no finish line to being a great coach and leader and we're going to stay with you to keep moving toward your definition of success.

CONCLUSION

Managers are the lynchpin to the future success of your organization. Some are already good coaches and leaders but should always be looking to up their game. Others struggle in their coaching and leadership duties and need to quickly improve their performance. Many managers, we find, are frustrated by their lack of success in making the transformation from a manager to a coach and leader.

Coaching Camp will provide what your managers need to be your lynchpins to success. For a reasonable investment in each manager, they will receive the skills and behaviors they need and be motivated by the confidence you've shown in them. You need them and they need Coaching Camp.

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Having someone hold me accountable and make sure I follow through is really helpful. Each meeting is a deadline for me to complete certain goals we've created. The field coaching is a great way to debrief on the outcomes and get feedback and suggestions on what worked and what can be improved next time.

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THE COACHING CAMP EXPERIENCE

Typical engagements with organizations include:

- ▶ Assessment of leaders and staff to fully identify your current coaching culture and determine strengths and improvement needs
- ▶ Meeting with execs to deliver assessment results and identify action steps related to your new, enhanced coaching and leadership culture
- ▶ Meeting with key stakeholders to tailor content for future workshops to meet your definition of the desired future state (create your “Way”)
- ▶ Workshops to instill those coaching and leadership skills and behaviors in all people-leaders, including executives, middle-managers, and frontline managers
- ▶ Workshops with teams of leaders to instill behaviors and routines to optimize the team dynamics
- ▶ Personalized leadership success playbooks for each leader
- ▶ Personalized, one-on-one field coaching with each manager for 3-6 months to solidify the areas of focus in their playbook
- ▶ Progress review meetings with key stakeholders every 3-6 months to review individual, team and cultural progress; make course-corrections, as needed
- ▶ Access to our online catalog of coaching and leadership videos
- ▶ Follow-on workshops to reinforce the key coaching and leadership skill components
- ▶ Re-assessment of each leader after one year from original assessment to demonstrate progress
- ▶ Optional: deploy *The Leadership 360*, a proprietary multi-rater tool to assess a leader’s performance
- ▶ Optional: facilitate a process to identify and develop future leaders, using the same coaching and leadership content as above

An important note: each client is different and, therefore, each engagement will be modified for each client. We will provide a specific proposal outlining the number and frequency of the deliverables listed above. We will partner with you to create and deliver the absolute best solution for the coaching and leadership culture you’re looking to create.

Why FI Strategies?

Our consultants have partnered with hundreds of people-leaders over the years and helped many credit unions optimize their coaching and leadership environment. Through it all, we’ve learned this cannot be an off-the-shelf solution – it must be highly personalized, at a credit union and individual level. Your teams will have a dedicated consultant who will steer them toward a collaborative dynamic and your individual leaders will have a personal coach who will craft a success playbook based squarely on their unique situation and challenges.

If your credit union is ready to take your coaching and leadership performance to the next level, our consultants are ready to help you succeed. **Contact us at fi-strategies.com/contact or 636-578-3280.**