American Management Association's
Coaching from a Distance:
Developing Your Team When You Can't Be Face to Face

Learning Objectives

- Learn the Competencies You Need to Meet the Challenges of Coaching from a Distance
- Increase Your Skill at Selecting and Using Effective Tools and Technologies Designed Specifically for Virtual Teams
- Learn How Positive Psychology and Emotional Intelligence Impact Virtual Employees

LESSON ONE
What It Takes to Coach from a Distance

- Assess Your Strengths and Weaknesses as a Virtual Coach
- Explain the Virtual Coaching Model
- Describe an Effective Blend of Focus on Coaching Tasks, Emotional Intelligence, and Coaching Skills

LESSON TWO
Developmental Coaching

- Demonstrate the Ability to Utilize the DiSC Profile to Plan Developmental Coaching Sessions
- Demonstrate Flexibility in Adapting to Different Styles
- Develop the Ability to Pay Attention to Strengths and Provide Strengths Feedback

Performance Coaching

- Demonstrate the Ability to Use the DiSC Model to Determine the Priorities of Direct Reports and Others
- Demonstrate Flexibility in Adapting to Different Styles
- Summarize the Virtual Coaching Model Skills and Behaviors

LESSON THREE
Data Gathering for Coaching Virtually

- Describe Ways to Gather Data for Virtual Coaching
- Create Individualized "Dashboards" to Track the Data
- Use the Positive/Negative (P/N) Ratio as a Source of Data
- Use Probing Questions
- Identify EI Behaviors That Require Coaching

Applying Virtual Coaching Tools and Techniques

- Use the Virtual Coaching Model to Plan a Virtual Coaching Session
- Assess Your Virtual Coaching Strengths Through Feedback
- Identify Ways to Gather Data for Individuals on Your Team
- Use a Planning Template to Plan the Session

LESSON FOUR
Techniques to Increase Virtual Team Effectiveness

- Define Virtual Team Stages/Life Cycles and Coaching Needs
- Define Characteristics of Effective Virtual Teams
- Describe Ways to Build Trust at Each Stage of Virtual Team Development
- Understand Team Emotional and Social Intelligence and the Implications for Team Coaching
- Apply Team Coaching Principles to Real Situations/Challenges