American Management Association's
Coaching from a Distance: Techniques for Developing Your Team in the Virtual World

Learning Objectives

- Meet the Challenges of Coaching from a Distance
- Employ Virtual Coaching Tools and Techniques
- Integrate Positive Psychology and Emotional Intelligence to Support Virtual Coaching

What It Takes to Coach from a Distance

- Assess Your Strengths and Weaknesses as a Virtual Coach
- Explain Virtual Coaching Capabilities
- Describe an Effective Blend of Focus On: Coaching Tasks, Emotional Intelligence and Coaching Skills

Developmental Coaching

- Demonstrate Ability to Identify 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
- Understand Virtual Developmental Coaching

Performance Coaching

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

Gathering Data for Virtual Coaching

- Gather Data for Virtual Coaching
- Analyze and See Patterns in the Data
- Use the Positive/Negative (P/N) Ratio as a Source of Data
- Ask Probing Questions
- Identify Emotional Intelligence (EI) Behaviors That Require Coaching

Applying Virtual Coaching Tools and Techniques

- Use the Virtual Coaching Capabilities to Plan a Virtual Coaching Session
- Assess Your Virtual Coaching Strengths through Feedback
- Identify Ways to Gather Data for Your Team
- Use Planning Template to Plan the Session

Techniques to Increase Virtual Team Effectiveness

- Define a Virtual Team's Life Cycle 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 Coaching Principles to Real Situations/Challenges