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