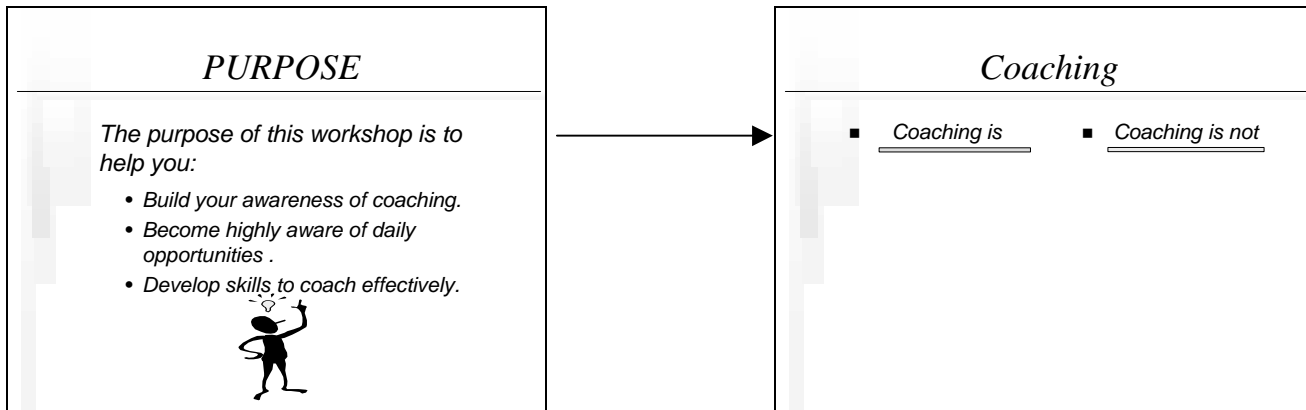
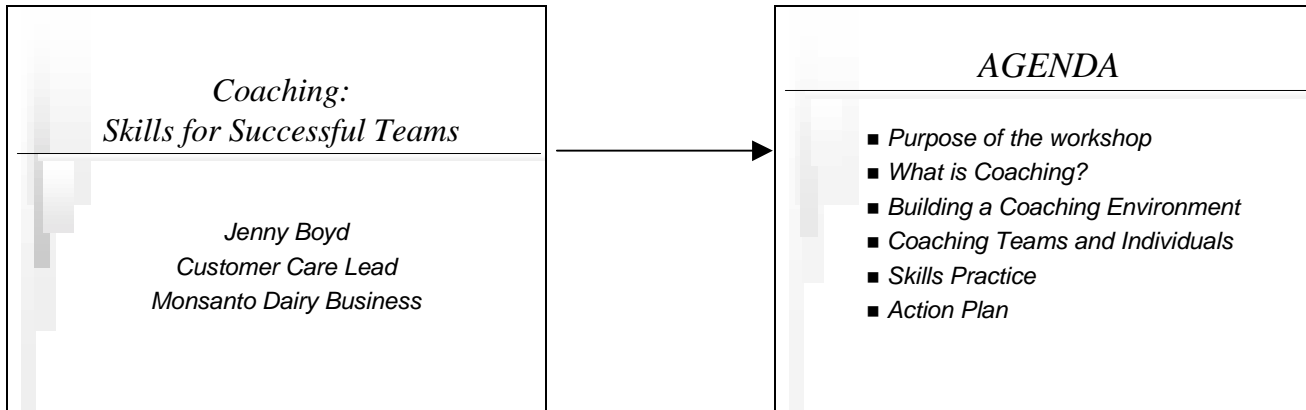




# DAIRY ADVISORY TEAMS

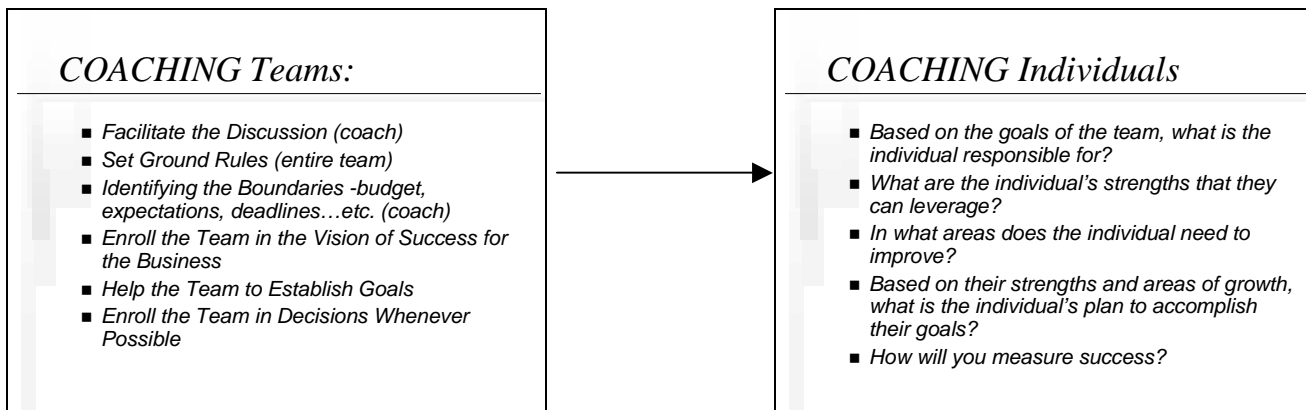
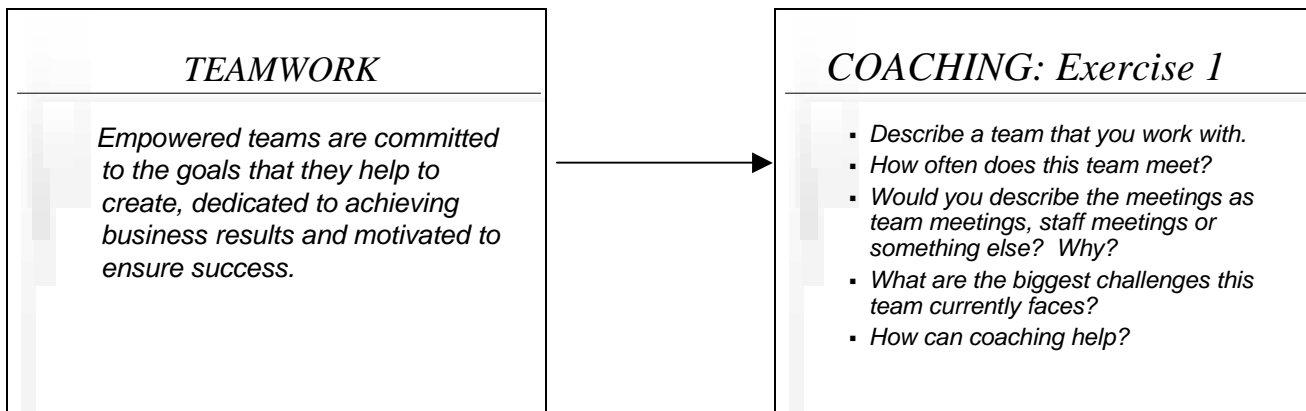
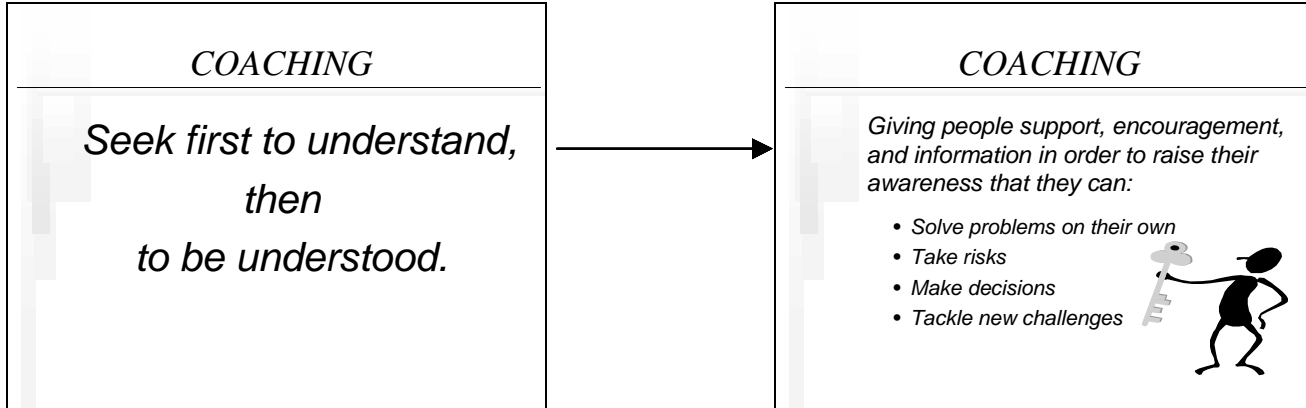
## Coaching Skills

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Customer Care Director  
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# DAIRY ADVISORY TEAMS





### COACHING Individuals

Coaching is a way to raise people's awareness of the the knowledge and skills they already have. In this way, you help people come to conclusions on their own.



### Giving Feedback

- Identify an opportunity to help someone expand on his or her skills, knowledge, and abilities.
- Confirm that the person is ready for coaching.
- Ask questions and offer information to clarify the situation.
- Help the person identify possible actions.
- Gain agreement on a course of action.
- Offer your support.

### COACHING TECHNIQUES

- Minimize outside interruptions or distractions.
- Face the person you're coaching.
- Keep your body language open.
- Lean forward.
- Maintain good eye contact.
- Nod.
- Give short verbal responses.



### COACHING TECHNIQUES (cont.)

- Remain silent for a moment.
- Ask open-ended questions.
- Limit your use of closed-ended questions.
- Paraphrase what the person has said.
- Acknowledge the emotions of the person you're coaching.
- From time to time, summarize what you've heard.



### High Gain Coaching Questions

- Why do you think it was perceived that way?
- What could you do differently?
- How could it have been better?
- Where did the breakdowns occur?
- What can you do to address those breakdowns?
- How/when will you do this?
- How will you know if you have been successful?

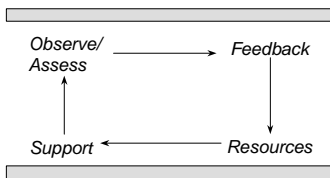
### Exercise 2: Practice Coaching

- Pair Up --One coach and one coachee
- Coach describes a challenging situation with an individual he/she works with.
  - Provide details (situation, date, how person felt, etc.)
- Coachee plays the role of the individual.
- Coach and coachee role play coaching conversation following above coaching techniques.
- Role play for 5 minutes
- Coachee/coach feedback discussion
- Switch



# DAIRY ADVISORY TEAMS

## *Role Of The Coach*



*Benefits:*

- Build capacity
- Build self confidence
- Coaches learn a lot if not more

## *Insight and Action*

- Describe one insight you had from today's session and the action you will take as a result.