

## KT (SA/PA/DA/PPA) Coaching Workshop



COACHING IS THE KT-WAY TO SUSTAIN RESULTS AND ACHIEVE PEOPLE AND ORGANISATION EFFECTIVENESS AND EFFICIENCY

### WHY DOES CHANGE NOT STICK?

Many organizations embark on change initiatives because they understand that continual skill development of their workforce together with continuous process improvement is critical to future success. However many organisations fail to change behaviour on the job. Those who succeed in changing behaviour in the short term often fail in sustaining this behavioural change long term – good intentions are all too easily crushed by old habits.

The installation of feedback loops and the ongoing coaching of individuals equipped with a new set of skills is vital for embedding these skills into their daily routine.

Coaching is designed to promote success in applying the new skills and motivate individuals to apply new skills especially in the first couple of weeks. We might say it is a tangible demonstration of the importance that the organisation attaches to a change initiative

### KT's ORCA Model

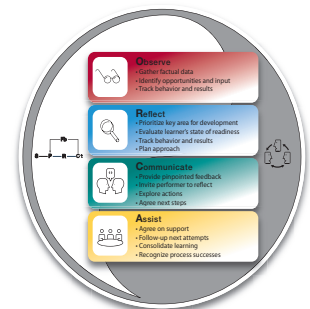
The systematic approach to coaching. It concentrates on the key skills of Observing, Reflecting, Communicating and Assisting the mentees in developing a deeper technical troubleshooting skill.

By coaching the peers, coaches develop their leadership skills too!

### WHAT YOU WILL LEARN

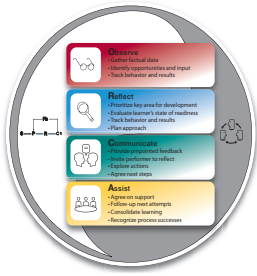
The KT Coaching Workshop is a 5 day workshop equipping the coaches to:

- Recognize components of effective troubleshooting behaviour
- Analyze individual and team performance
- Identify gaps in the troubleshooting system
- Identify gaps in problem solving skills
- Provide effective, pinpointed feedback about individual performance
- Give coaching tailored to the individual's style and needs



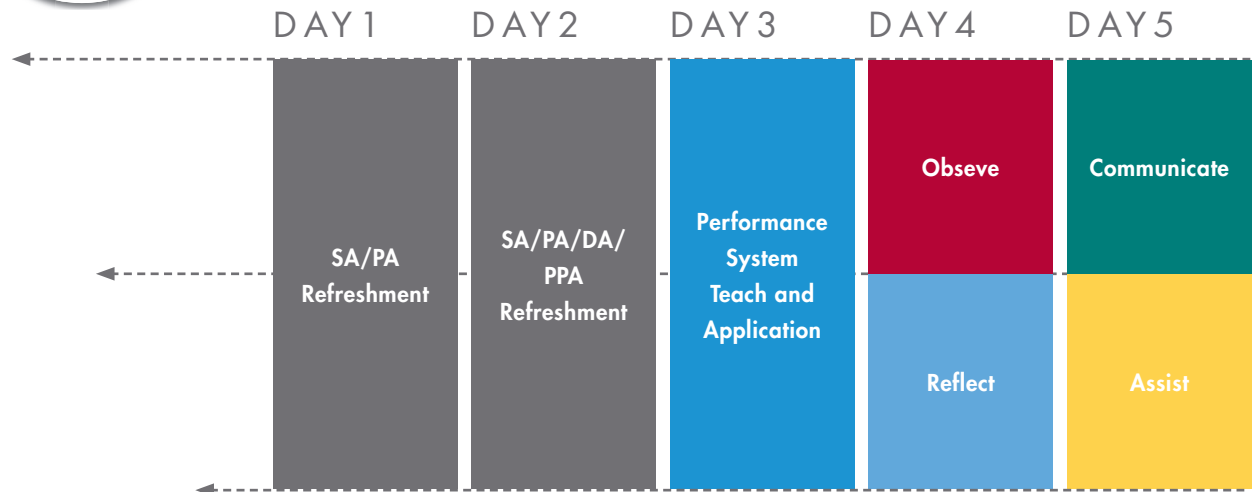
### WHO SHOULD ATTEND

- Anyone involved in behaviour change management implementing KT processes. Those implementing KT PSDM, ATS and KT Resolve methods.
- Previous attendance of a SA/PA/DA/PPA based workshop is mandatory.



## WORKSHOP LAYOUT

The first half of the workshop is focussed on strengthening the KT process knowledge, to gain deep and profound understanding, needed to become a trustworthy coach. The second half of the workshop is devoted to getting the skills and practise in coaching. Spotting opportunities, learning to communicate, discover your own effective style.



The coaching workshop fits into an implementation to drive business results as it is predicated on the Performance System, the Process Integration and the initial Skills Development being in place, and aligned to drive the anticipated business results.

## COACH CERTIFICATION

Following the attendance of the Coaching workshop, the coaches themselves will develop their skills more effectively as they coach their peers if they in turn are coached by experienced technical coaches – either from a previous cohort developed within your organisation already, or by Kepner Tregoe consultants. Once we are satisfied that the coach is capable of coaching with the required degree of accuracy, we invite the coach to submit cases handled by people they have coached, to show evidence of:

- change in the coached engineers
- a reasonable standard of process use by the coached engineers

## PREREQUISITES

You should have attended one of the KT workshops and have applied the KT processes yourself. Furthermore: Process support tools in place, Visible Management Support, Performance System Management Responsibilities established, Triggers for use established and working



*“Coaching has given me more confidence”.  
“I discovered that I really can “teach” somebody, that is really motivating!”*

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