



VEREQUEST

Helping companies keep the promises they make®

Coaching + Leading Self-Directed Teams

Self-directed coaching emphasizes personal responsibility, self-awareness, and continuous learning, making it highly effective for fostering lasting change.

This practical program combines learning with real-world application in a **contact center environment**. Participants actively prepare to conduct a one-on-one coaching session with a member of their team as they progress, making the learning both realistic and actionable.



According to a study published in the *Journal of Applied Psychology*, training tailored to real-world tasks boosts **knowledge retention by up to 60%** compared to generic programs.

Self-directed Coaching focuses on communication that builds trust and promotes a collaborative atmosphere, boosting team morale and cohesion.

- Workshops are facilitated on an organizational level to ensure privacy and full transparency.
- Effective for any individual who has a coaching responsibility.
- Workshops are limited to 6-10 participants led by a professional Coach.
- 100% virtual (in-person kick-off is available upon request).



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LEADING & COACHING SELF-DIRECTED TEAMS
Workbook

HARMONY HEALTHCARE
NETWORK



Coaching + Leading Self-Directed Teams

Facilitated over a period of 5 weeks to allow for preparation and real-life practice.

The following is a sample agenda.

WEEK 1 | SESSION 1 | 6 hours

- ☑ **Coaching Self-Directed Agents:** Unlock the potential of self-motivated individuals by guiding them to achieve greater autonomy and excellence in their roles.
- ☑ **Understanding Performance Standards:** Gain clarity on what exceptional performance looks like and how to measure it effectively.
- ☑ **Making Valid Observations:** Sharpen your ability to gather actionable insights by observing behaviors with precision and objectivity.
- ☑ **Prioritizing Coaching Efforts:** Maximize impact by identifying high-potential coaching opportunities.
- ☑ **Discovery Coaching:**
 - ☑ Build trust and rapport to create a strong foundation for meaningful conversations.
 - ☑ Define clear, mutual goals to ensure every coaching session is purpose-driven.
 - ☑ Help individuals uncover their strengths, challenges, and opportunities for growth.
 - ☑ Partner in problem-solving, fostering a shared sense of ownership in the journey to success.
 - ☑ Drive accountability by ensuring actionable takeaways that propel progress forward.
- ☑ **Diffusing Defensiveness:** Skillfully navigate sensitive topics to keep the dialogue constructive and forward-focused.

WEEK 2 | SESSION 2 | 30-60 minutes

One-on-one session with personal Coach preparing for and roleplaying a coaching session

WEEK 3 | *Participants Deliver Coaching*

WEEK 4 | SESSION 3 | 2.5 hours

- ☑ Debrief re how the coaching session went. Discuss challenges and barriers.
- ☑ **Having Consequence Conversations:** Address underperformance with empathy and clarity, reinforcing the importance of accountability.


WEEK 5 | SESSION 4 – typically 30 days later | 1.5 hours

- ☑ Debrief re coaching progress.
- ☑ **Eliminating Unconscious Bias in Coaching:** Cultivate fairness and inclusivity by identifying and removing biases that hinder effective coaching.



VereQuest is a trusted partner to leading organizations, helping them improve contact center agent performance and overall customer satisfaction. With extensive experience in call center quality assurance and training development, VereQuest delivers programs that enhance service delivery and drive better customer experiences.

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