



Effective coaching is a vital skill for managers to develop, as it has been demonstrated by research to boost the motivation, productivity, and engagement of team members. Nonetheless, many leaders struggle to coach in a way that brings out people's greatest potential. To address that challenge, this workshop delves into the core components of exceptional coaching, with a particular emphasis on refining listening and questioning abilities. Participants will have the opportunity to hone their coaching skills by employing NextArrow's GPS² framework, a highly structured approach that promotes successful coaching conversations.

Participants will learn to:

- Differentiate between feedback and coaching
- Default to asking questions rather than giving advice
- Avoid asking leading questions
- Shift their listening filters to identify useful lines of questioning
- How to deepen their connection with, and understanding of, their direct reports
- Use a coaching framework to efficiently identify solutions and action items

“ I like the focused approach of GPS² which is a framework which I have not seen before. Nor have I seen the six modes of listening, which I found to provide clarity (nuance) to how we should listen within a conversation. Empath, CopyCat, and Clarifier are well-known ways to illustrate that we actively listen. Encourager, Challenger, and Wayfinder (all new descriptions to me) provide ways to drive toward a solution. ”

“ This was one of the best workshops I've attended in recent memory - thoughtful, actionable content organized in an approachable manner. It addressed all the material concisely and provided opportunities to practice and assess in smaller breakout sessions. The need for effective coaching is paramount but there is rarely a succinct road map to get there - this workshop provided that. I left with several new concepts to add to my toolkit and was able to start utilizing them with my team same day. ”



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GOAL SETTING & ACCOUNTABILITY

The Stoic philosopher Seneca once wrote, "If one does not know to which port one is sailing, no wind is favorable." Though written 2,000 years ago, this insight is as relevant today as ever. Without clear goals to guide us, even the strongest efforts can feel aimless. In this workshop, participants will learn how to set meaningful goals, align priorities, and build accountability systems that foster trust and ensure progress. They will also tackle obstacles like securing buy-in, adapting to change, balancing goal difficulty, and recovering from setbacks. Through practical exercises and real-world examples, participants will leave equipped with the clarity and tools needed to navigate challenges and achieve lasting success.

Participants will learn to:

- Set challenging and specific goals
- Distinguish between lead and lag measures
- Build accountability habits
- Track progress through milestones
- Connect goals to a larger purpose
- Coach others in effective goal setting



This workshop made goal setting feel way less abstract and way more doable. I appreciated how it focused on real team dynamics, like what to do when priorities shift or things get messy. It gave me a clear process to bring more focus and follow-through to my team without overcomplicating it.



So much of what we covered just made sense. I've done OKRs and goal frameworks before, but this gave me the 'how' I was missing. I'm leaving with new ways to create alignment and accountability that still leave room for flexibility.





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SKILLFUL 1-2-1s

One-to-ones are the key to employee engagement. Research shows that regular meetings with managers triple the likelihood of job engagement. However, poorly conducted one-to-ones can drain resources and become a burden for teams. In this workshop, participants will gain practical tools to skillfully prepare for one-to-one meetings, build rapport, conduct performance conversations, and deliver developmental coaching. By the end of the workshop, participants will have the essential tools to use their one-to-ones to drive engagement, development, and accountability.

Participants will learn to:

- Prepare for their 1-2-1s using a pre-meeting checklist
- Master a communication formula to deepen small talk and connection effectively
- Use a structured framework for performance conversations
- Co-create and coach developmental plans
- Implement steps to effectively conclude a 1-2-1 meeting



I've historically used my 1-1 meetings for status updates.

This workshop has opened my eyes to the leadership opportunity I'm squandering. The developmental coaching section was particularly intriguing, and I found it to be one of the most valuable aspects of the workshop. I feel inspired to step out of my comfort zone and challenge myself to incorporate developmental conversations into my 1-1s.



I'm grateful for the practical tools provided for preparing and structuring my 1-1s; they will undoubtedly enhance my approach.

