Elevate: Coaching Essentials for Managers

This two-part workshop offers tools and techniques that managers can leverage to coach their teams to higher levels of performance. During each 4-hour session, participants will join a real-time, facilitator-led, virtual classroom and experience group discussion, video case studies, and opportunities for real-world application.

In addition to the workshop, participants will be enrolled in *myAR* **Plus**, an online reinforcement platform providing access to additional resources and review modules to encourage ongoing professional development and application. During the 12-month enrollment period, participants will receive monthly reminder emails encouraging them to explore the premium resources related to various workshop topics.

Recommended Preparation: *The Art and Science of Donor Development*

The following learning objectives are addressed in this workshop:
- Participants will be able to recognize the qualities of an effective coach.
- Participants will learn a framework for personalizing coaching based on team member personalities.
- Participants will learn a framework for personalizing coaching based on team member experience, skill, and potential.
- Participants will identify key tools for improving major gift officer performance and learn how to leverage those tools in real-life situations.
- Participants will practice an instructive feedback conversation in preparation for conducting real conversations with team members to improve performance.

Content

Participants are introduced to the four keys to effective coaching. They then step through each of the keys, learning tools along the way that can produce maximum team member benefit. Participants also have the opportunity to apply these concepts to a case study of one of their own team members.

Structure

Classroom Engagements

Participants will attend two 4-hour sessions in a real-time virtual classroom. This experience features networking opportunities, application exercises, and interactive facilitator support. Participants should be prepared to attend both sessions, as this is not a webinar, and interactivity is essential to the success of the experience.

Pre- and Post-Work Assignments

Prior to the workshop, participants will be asked to complete a pre-work assignment. Additionally, participants have the opportunity to create and complete additional application exercises.

Technical Requirements

Participants should use the Zoom™ application, following download instructions as prompted from the web browser of their choice. Participants should be prepared to use headphones with a microphone and/or speakers, a keyboard, and a consistent Wi-Fi connection.