

THE ART OF COACHING

MANFAAT DARI SEMINAR INI

- Meningkatkan kemampuan anda dalam memberikan bimbingan dan menciptakan sebuah team yang memiliki motivasi tinggi yang bertujuan untuk mencapai target yang telah disepakati

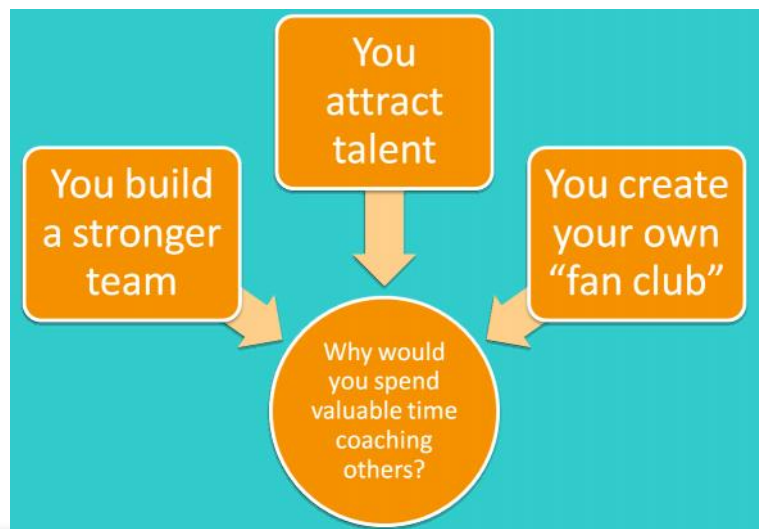
Apa yang akan anda pelajari

- Memahami manfaat dari coaching
- Bagaimana menciptakan suasana yang positif antara pembimbing dan yang dibimbing
- Mengidentifikasi gaya bimbingan yang tepat untuk diterapkan
- Bagaimana menerapkan gaya bimbingan yang sudah dipilih tersebut

Peran Coach secara umum adalah membantu individu yang dibimbingnya untuk:

- Mengenal akar permasalahan
- Menyatakan dengan jelas apa yang diinginkan
- Memahami perannya dalam satu skenario yang lebih besar
- Mempelajari pilihan-pilihan yang ada
- Menyusun target yang dapat dicapai dan bagaimana langkah-langkah untuk mencapainya

Manfaat Coaching



Definisi Coaching

“Coaching is the process of equipping people with the tools, knowledge, and opportunities they need to develop themselves and become more effective.”

Coaches don't develop people

...coach membimbing dan memberi alat bagi coachee untuk mengembangkan dirinya sendiri.

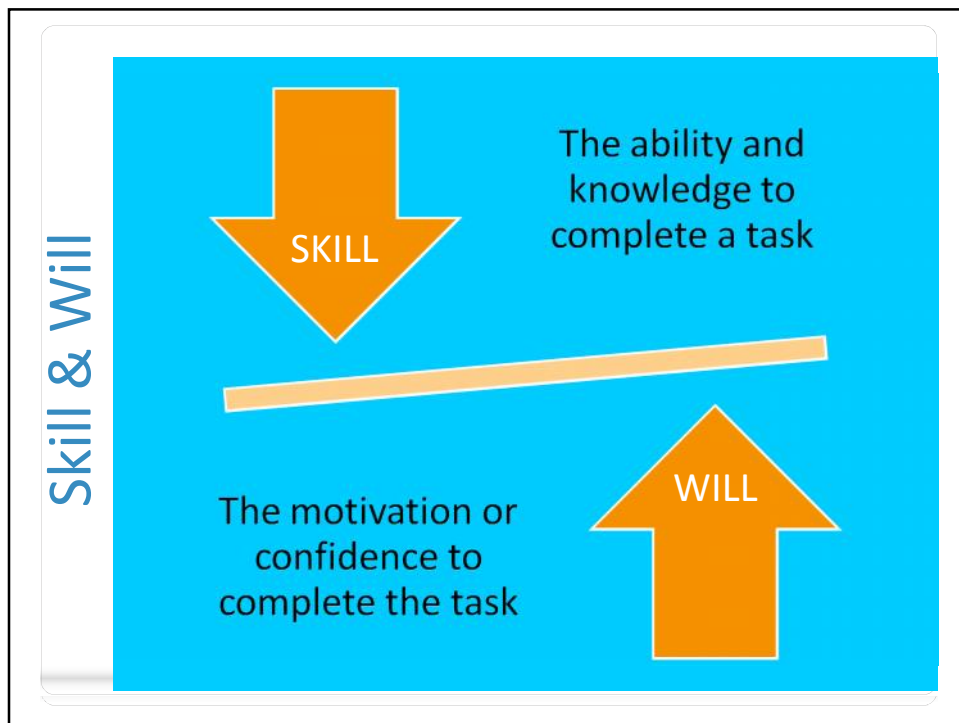
Jarang kita bisa melibatkan diri secara penuh dalam segala aspek perkembangan seseorang

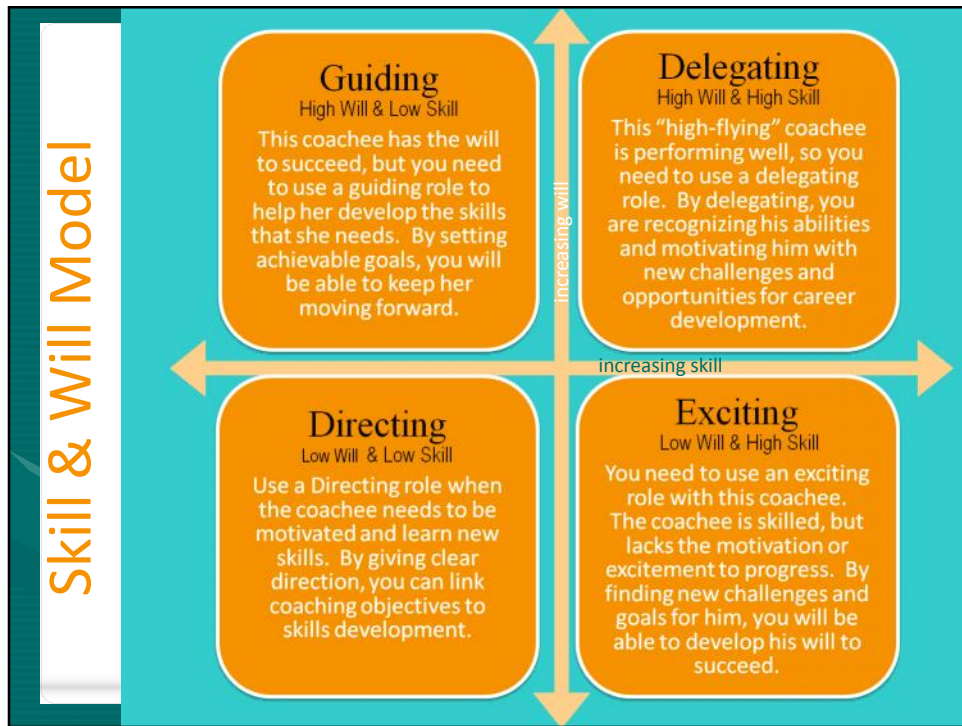
Jarang kita bisa menyediakan semua informasi, kemampuan dan saran saran yang dibutuhkan seseorang untuk perkembangan pribadinya

Seorang coach yang efektif tidak harus selalu sempurna

Peran seorang coach adalah sebagai katalist untuk suatu perkembangan

Coaches should encourage the coachees to reflect on their actions and move forward to improved performance and ongoing professional development.	Coaches tidak mendikte tentang apa yang mesti dilakukan dan tidak menjelekkan kualitas pekerjaan yang dibawah standar.
Coaches are there as a sounding board so that coachees can discuss options with the coaches and brainstorm ideas.	Coaches membahas apa yang salah dan membantu orang yang dibimbingnya untuk menangani hal itu.
Coaches do not give orders or instructions; instead, encourage coachees to make their own decisions.	Coaches tidak selalu benar, dan orang yang dibimbingnya tidak selalu salah
Coaches cannot ignore past failures or pretend things always go well, but it also is not helpful to dwell on the past or mirror your coachees' negative feelings.	Coaches sebaiknya menganjurkan orang yang dibimbingnya untuk berani mengambil kesempatan, kemudian menyaksikan dari luar garis, dengan memberi keyakinan dan kepercayaan





Skill & Will Review

1. EXAMPLE: Diana is a spa therapist. She is the designated trainer and she loves his job. She recently mentioned to the manager that he was interested in becoming a supervisor.	Low Skill <input type="radio"/> High Skill <input type="radio"/>
	Low Will <input type="radio"/> High Will <input type="radio"/>
2. Eliza just joined the spa a few days ago and is excited to be working for the company. This is her first job as a spa receptionist and she is eager and ready to learn.	Low Skill <input type="radio"/> High Skill <input type="radio"/>
	Low Will <input type="radio"/> High Will <input type="radio"/>
3. Ary has been the assistant spa manager for three years. Over the past few months she has shown very little motivation. A new spa software program has been implemented and she is having difficulties learning the system.	Low Skill <input type="radio"/> High Skill <input type="radio"/>
	Low Will <input type="radio"/> High Will <input type="radio"/>
4. Benny has worked as an spa attendant for almost 15 years and is the most senior employee in the department. Lately, he has had a few bad guest comments and almost started a fight with another employee.	Low Skill <input type="radio"/> High Skill <input type="radio"/>
	Low Will <input type="radio"/> High Will <input type="radio"/>
5. Marni, a new spa coordinator, has a great attitude and lots of energy. She is bubbly and the guests love her, except she continually makes major mistakes when giving spa treatment recommendations.	Low Skill <input type="radio"/> High Skill <input type="radio"/>
	Low Will <input type="radio"/> High Will <input type="radio"/>
6. Kirana has worked as a therapist for many years and can handle the busiest day at the spa. The staff loves her great personality and humor. Lately, she has been very angry and upset, which has affected her performance on the spa.	Low Skill <input type="radio"/> High Skill <input type="radio"/>
	Low Will <input type="radio"/> High Will <input type="radio"/>

TIPS

- Langsung ke akar permasalahan sejak awal
- Pakai nada suara yang ramah, karena anda tidak ingin orang yang anda bimbing merasa semakin kehilangan motivasi karena terlalu banyak dikritik
- To the point
- Jangan mengesampingkan permasalahan yang sulit, bicarakan dengan terbuka dengan nada penuh dukungan agar mereka mau terbuka
- Bersahabat tapi jangan sampai mengaburkan tujuan
- Beri nasehat tentang hal hal yang sekiranya diperlukan untuk dipelajari

Directing

Low Will & Low Skill

Use a Directing role when the coachee needs to be motivated and learn new skills.

By giving clear direction, you can link coaching objectives to skills development.

- Building your coachees' will
- Building their skill
- Sustaining their will.

Guiding

High Will & Low Skill

This coachee has the will to succeed, but you need to use a guiding role to help her develop the skills that she needs. By setting achievable goals, you will be able to keep her moving forward.

- Get the coachee's agreement to the need for skill building
- Set goals for building the coachee's skills
- Agree to a plan of action for building the coachee's skills.

Exciting

Low Will & High Skill

You need to use an exciting role with this coachee. The coachee is skilled, but lacks the motivation or excitement to progress. By finding new challenges and goals for him, you will be able to develop his will to succeed.

- Establish reasons for your coachee's low motivation
- Identify your coachee's aspirations and goals
- Focus on new goals and challenges for your coachee.

Delegating

High Will & High Skill

This “high-flying” coachee is performing well, so you need to use a delegating role. By delegating, you are recognizing his abilities and motivating him with new challenges and opportunities for career development.

- Get the coachee’s agreement to the need for skill building
- Set goals for building the coachee’s skills
- Agree to a plan of action for building the coachee’s skills.

Skill & Will Review

<p>Skill & Will</p> <p>Low Skill & Low Will</p> <p>Low Skill & High Will</p> <p>High Skill & Low Will</p> <p>High Skill & High Will</p>	<p>Coaching Style</p> <p>= Directing</p> <p>= Guiding</p> <p>= Exciting</p> <p>= Delegating</p>
<p>Coaching Style</p> <div style="border: 1px solid orange; padding: 5px; text-align: center; margin-bottom: 5px;">Exciting</div> <div style="border: 1px solid orange; padding: 5px; text-align: center; margin-bottom: 5px;">Directing</div> <div style="border: 1px solid orange; padding: 5px; text-align: center; margin-bottom: 5px;">Delegating</div> <div style="border: 1px solid orange; padding: 5px; text-align: center;">Guiding</div>	<p>Strategy</p> <div style="border: 1px solid black; padding: 5px; margin-bottom: 5px;"> <ul style="list-style-type: none"> • Establish reasons for your coachee’s low motivation • Identify your coachee’s aspirations and goals • Focus on new goals and challenges for your coachee </div> <div style="border: 1px solid black; padding: 5px; margin-bottom: 5px;"> <ul style="list-style-type: none"> • Building your coachees’ will • Building their skill • Sustaining their will </div> <div style="border: 1px solid black; padding: 5px; margin-bottom: 5px;"> <ul style="list-style-type: none"> • Identify opportunities to delegate to your coaches • Identify challenges that will support your coachees’ growth • Agree on a development path with your coachees </div> <div style="border: 1px solid black; padding: 5px;"> <ul style="list-style-type: none"> • Get the coachee’s agreement to the need for skill building • Set goals for building the coachee’s skills • Agree to a plan of action for building the coachee’s skills </div>

INGAT!

Coach tidak mendikte Coachee tentang apa yang perlu dilakukan, dan tidak menyalahkan atau menghukum atas hasil pekerjaan yang di bawah standard

Coach tidak memberi perintah dan instruksi; sebaliknya Coach akan mendorong Coachee untuk mengambil keputusan sendiri.

Coach semestinya mendorong Coachee untuk menilai kualitas kerjanya dan menjadikan hal itu sebagai cerminan dalam berusaha untuk menjadi lebih baik

COACHING FUNDAMENTALS

“Inner Game coaching is unlocking a person’s potential to maximise their own performance; helping them to learn rather than teaching them”.

“building awareness, responsibility and self-belief is the goal of a coach”.

TANTANGAN HARI INI

- **Membimbing ibu ibu beach masseuse dalam:**
 - Belajar tata cara menghandle tamu untuk massage
 - Draping
 - Verbiage
 - Basic Swedish massage techniques
- **TERAPKAN ILMU BARU ANDA DAN MENANGKAN HADIAHNYA!!!**