

The image shows a woman in a blue blazer and a white polka-dot top, smiling and holding a pen and a piece of paper. She is in the foreground, slightly out of focus. In the background, another person is partially visible, also out of focus. The overall tone is professional and positive.

# TLC Coaching Foundations for HR Professionals

TLC's unique program for **HR leaders** develops the skills needed to be effective as a **COACH** in a wide variety of scenarios with leaders inside their organizations

Although Human Resource Professionals are often responsible for **COACHING**, effective outcomes require proficiency in a distinct skill set. Human Resources is typically a "telling" function, providing guidance and advice for leaders and employees. Coaching, on the other hand, is an inquisitive process, where the coach remains curious and asks key questions to evoke insight and guide the individual to discover solutions and strategies that fit their needs.

## INNOVATIVE SOLUTIONS FOR WHAT HR COACHES NEED NOW

- Capabilities to effectively coach in various scenarios and accelerate employee development
- Confidence to select and leverage a range of appropriate coaching methodologies
- Skills to be an effective strategic thought partner for leaders
- Consistent coaching approach and tools for HR to model across the organization

## HIGH IMPACT COMBINATION OF TRAINING, COACHING & FACILITATION

Customized Content	Active Learning	Online Toolkit	Best Practices	Key Concepts
Coaching Skill Building	Overcoming Challenges	"Practical Application" Exercises	Case Studies	Role Play & Feedback

*1:1 "Formula for Success" Coaching Session for each participant with facilitator available*

## OUTCOMES AND RETURN ON INVESTMENT

- Create or enhance a Coaching Culture within the organization...coaching works!
- Enhance the effectiveness and outcomes of the coaching being done every day
- Coaching creates meaningful support for employees and increases retention and engagement
- Build "bench strength" by developing the next generation of leaders
- Provide meaningful "thought partnerships" to leaders needing help and support
- Strengthen organizational outcomes by extending coaching to a broader group of people



**TLC Consultant  
Jennifer Buck**

Jennifer is a talented and experienced consultant who specializes in customized, results-oriented learning. Her operational business experience and acumen in varied corporate environments allows her to meet the unique needs of each individual, client and organization.

Her credentials include:

BA, Psychology  
MA, Organizational  
Development

Coaching Certification  
from The College of  
Executive Coaching

Graduate level certificate  
in Evidence-Based  
Coaching from Fielding  
Graduate Institute

# What TLC clients say about Coaching Foundations for HR Professionals...

*"Using the Coaching Foundations for HR Professionals Program with our talent team allowed us to significantly change our coaching conversations with our employees. SAP hired TLC to develop and lead a strong train the trainer program for our talent team to work with and coach our High Potential talent. TLC delivered both in person, one on one and online train the trainer coaching for my team. Our team became stronger, delivered great coaching and has continued to receive great feedback over the last 18 months. We have leveraged the skills we learned in the program to engage our talent and have richer dialogues that are based upon active listening, and inquiry. Our High Potentials have learned more about themselves, worked closer on their development plans and have been appreciative of our investment in this program. We continue to get feedback from our high potentials regarding how deeply this has impacted their career at SAP."*

**National Vice President, People Transformation, SAP**



*"It's a pleasure working with The Leets Consortium. They always take time to listen and understand the development needs of our leaders. The TLC team is open to feedback and we have seen much success with their executive coaching services."*

**Chief Human Resources Officer, MGM Resorts International**

- "We thought we were already coaches...we weren't...this is so important for the organization's future leaders. The tools and resources we received were beyond amazing and have great value!"
- "The temperament and knowledge of our facilitators works for this company and our culture."
- "Love the tremendous resources and tools we saw today and will be committed to using them to enhance my skill set"
- "Very important and useful skills to add to my HR role"
- "These techniques can be used in real, everyday life . . . learned skills to help coachees discover how to find solutions"
- "Now I understand the difference between a mentor/advisor and a coach"
- "These fabulous resources will help my own growth and development . . . Amazing job with this program!"

**Directors, VPs and SVPs, Human Resources,  
MGM Resorts International**



**MGM RESORTS  
INTERNATIONAL™**



**The Leets Consortium**  
*Global Leader in Talent Development  
and Leadership Coaching*

# TLC's Coaching Foundations for HR Professionals

## **CUSTOMIZED MODULES TO MEET YOUR NEEDS**

Each module is customized to align with your organization's core values and existing Talent Management tools and processes.

Here's an example of a series that's worked well for TLC Clients:

### **Module 1: HR Professional as Coach– Foundations of Coaching**

- Understanding Coaching- What it is and what it isn't and When to Use it as an HR Professional
- The Difference between Coaching and Feedback, Mentoring, Directing, or Advice Giving
- Overview of the Coaching Process- Formal Coaching Relationships vs Just-in-Time Coaching
- Leveraging the power of coaching as an HR Professional
- Setting a Coaching Relationship Up for Success- Establishing Trust and Rapport; Active & Reflective Listening; Appreciative Inquiry

### **Module 2: The Coaching Process**

- Anatomy of a Coaching Session
- Brain-Based Coaching & Understanding Motivation to Change
- Coaching Technique- the GROW model
- Demonstration and Small Group Skill Practice

### **Module 3: Coaching Scenarios for HR Professionals**

- Just-in-Time Coaching for Building Capabilities- Problem Solving and Trouble-Shooting
- Coaching for Growth, Development, and Career
- Coaching for Behavior Change
- Powerful Questions; Questioning & Listening Practice

### **Module 4: Coaching Skill Mastery**

- Skill Demonstrations
- Skill Practice in Small Groups
- Real-Time Feedback
- Troubleshooting and honing technique

### **Module 5: Advanced Coaching Techniques & Models**

- Working through denial and defensiveness
- Helping Coachees get "Unstuck"
- Ladder of Inference, Fact vs Fiction, Self-Defeating Thought Patterns, Reframing
- Challenging situations & real-world case studies practice

### **Module 6: Coaching as a Strategic Thought Partner**

- Applying the coaching model to consultative thought partnering
- Expanding HR's business impact through skillful strategic conversations
- Navigating challenging client/internal customer scenarios
- Personal Coaching Action Plans



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*Global Leader in Talent Development  
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