



## DATES

November 20 - 21, 2019  
Wednesday - Thursday  
8:30 am - 4:30 pm

## PROGRAM FEE

Php 11,800.00 (Early Eagle Rate  
until Nov. 6 )  
Php 12,800.00 (Regular Rate)

## HOW TO REGISTER Online

[www.cce.ateneo.edu](http://www.cce.ateneo.edu)

## Email

[sales.cce@ateneo.edu](mailto:sales.cce@ateneo.edu)

## Call

+63(2)830.2050

*Schedules and prices may  
change without prior notice.*

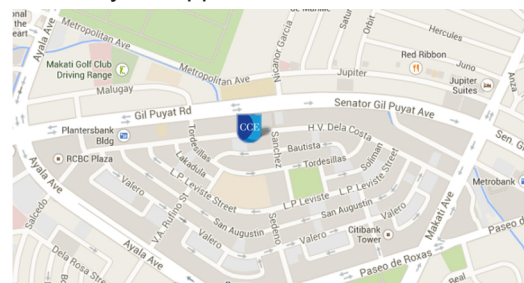
## Coaching Teams Towards High Performance

### Package inclusions:

- Program fee
- Training kit
- AM/PM snacks
- Lunch
- Certificate of course completion

### Venue:

Ateneo de Manila University - Salcedo Campus  
3/F Ateneo Professional Schools Bldg.  
130 H.V. Dela Costa St., Salcedo Village,  
Makati City, Philippines



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July 19, 2019



ATENEO DE MANILA UNIVERSITY  
GRADUATE SCHOOL OF BUSINESS



# Coaching Teams Towards High Performance

November 20 - 21, 2019

**CCE** CENTER FOR CONTINUING EDUCATION

What would it be worth to you as a manager or team leader to coach a team towards high performance, where they eventually coach themselves, solve their own problems, learn from mistakes, and take improved action?

More and more managers and staff level employees are being asked to lead teams. These could be project teams, functional teams, cross-functional teams, task forces, or troubleshooting teams. And why not? Theoretically, teams bring together individuals with different experiences and skills that could help solve problems faster, get the work done more efficiently, and generate better ideas.

Yet, many times, teams get bogged down by interpersonal dynamics, unclear goals, hazy solutions, and mediocre output. This workshop helps you effectively coach your team towards higher levels of performance.

## Coaching Teams Towards High Performance

### objective

By the end of the workshop, you will be able to:

1. Differentiate between individual coaching, team coaching, team leadership, and team facilitation;
2. Identify and assess one's self on characteristics of effective team coaches;
3. Identify and assess one's team on characteristics of high performing teams
4. Know how to coach at different stages of team development; and
5. Coach problem solving and learning teams through action learning sets and case clinic methodology

### who should attend

Professionals  
Supervisors and managers  
Human Resource Department



### resource person



**MS. CZARINA "INA" TEVES** brings over 20 years experience of organizational and personal effectiveness work. As organization development consultant, she has worked with both the private and public sectors through workshops at the Ateneo CCE, Development Academy of the Philippines (DAP), and the Civil Service Institute (CSI). These workshops focus on leading change, systems thinking, personal vision and effectiveness, multigenerational workplaces, and coaching and mentoring. Some of these clients include Jollibee Foods Corporation, Globe Telecoms, Mang Inasal, Sykes, D&L Industries, JP Morgan Chase, and Energy Development Corp.

For the public sector, she has led leadership development and change management projects for the Department of Education, the Zuellig Family Foundation, Department of Social Welfare and Development, the Civil Service Commission, among others. Some of the projects were under auspices of AustralianAid.

Ms Teves is a certified action learning coach with the World Institute of Action Learning and a certified executive coach with Marshall Goldsmith Stakeholder Centered Coaching. Clients include high potential leaders in the private sector being groomed for senior executive positions, heads of agencies, and heads of local government units. She is also a member of the International Globe Federation.

### program content

- I. **Coaching and other interventions**
  - A. Individual coaching and team coaching
  - B. Leader as coach vs leader as manager
  - C. Team coaching vs team facilitation
- II. **Stages of team development**
- III. **Cultivating the space for team coaching**
  - A. Characteristics of high performing teams
  - B. Psychological safety and sustainable high performance
- IV. **Effective team coaching process**
  - A. The right questions
  - B. Dialogue not discussion
  - C. Reflection
- V. **Action learning method: Double and triple loop learning**
  - A. Getting problems solved for good
  - B. Elements of action learning: the problem, the team, insightful questions and listening, the learning, and the coach
  - C. Action learning process – when to intervene
  - D. Action learning practice
- VI. **Case clinic method**
  - A. Using mindfulness and imagery when problems are ambiguous and complex
  - B. Purpose, outcome, and roles
  - C. Case clinic process
- VII. **Team coaching Challenges**
  - A. Managing team dynamics
  - B. Handling constraints: budget, time, people
- VIII. **Transitioning your team to self-coaching**