

COACHING PERSONAL ASSOCIATION LEARNING

By David Gwodziak, Ed.M.

It was a pleasure meeting you and discussing support services – on-site coaching in reference to personnel development and productivity.

In our discussion, we examined the relevant importance of “continued learning on the job” as a prerequisite in gaining optimal job satisfaction and performance. The “on-site coach” will establish and develop a working relationship with each manager and employee in assessing tailored needs and goals/objectives in how to attain results that lead to job satisfaction and personal/group success.

The core function of the coaching will incorporate guiding principles with an emphasis on personal learning, sales skills and customer satisfaction.

Personal Association Learning (PAL)

Integrity, Teamwork, Recognition, Innovation and Awareness are learning concepts that can be realized and attained when appropriate follow-up based on experiential understanding and guidance is provided. Personal Association Learning (PAL) means that productive change in behavior will be met with an interactive coaching support network that guide team members in reaching their potential.

The program guides and reviews each employee through an enriching strategy that is tailored to meet the strengths of the individual. As we discussed in our meeting, the activities will improve employee performance standards, reduce future training expenditures, minimize lost man-hours due to work related stress and create innovative sales and marketing solutions.

Once Personal Association Learning is implemented, consistency and reliability will be paramount to the success of the coaching program. Trust and support will strengthen the efficacy of the services. There will be issues presented by managers and staff members that are personal and private, but have direct impact on performance and motivation. Therefore, confidentiality is of great importance in the learning/behavior change developmental process.

You might agree with me, that this is another example of how training consultants only derive minimal results from intermittent presentations/seminars – it does not reach the core of personal and professional learning and behavior change. Of course, there are other aspects that play an important part in understanding the process of behavior change and delivery – namely culture, language and education. Part of the relationship building structure between the coach and staff will address these topics regularly.

Goals and Objectives – Core Activities:

Learning and professional enrichment are associations that provide meaningful and rewarding relationships. The goals and objectives of the *Learning Coach for Personal and Professional Growth* encourages direct one-on-one acknowledgement of the individual's performance. In turn, the guiding principles are fully implemented and the mission emphatically states – “We care and our employees' wellbeing and professionalism are important to the success of the organization”.

The questions I repeatedly ask managers and staff: What are you learning and are you transferring the experience/knowledge into constructive solutions? Are you satisfied with your results? What strategies are you using to be successful in reaching your goals and objectives?

The on-site coach for personal and professional growth will assess and redirect attitudinal and performance standards that will support the goals and objectives of the individual and group.

Introduction:

Organizations are “learning centers” directed by managers who provide pro-active stimulus whereby staff are challenged to meet the standards of the company's mission. Managers learn to recognize their personal strengths by participating in open communication sessions with the On-Site Coach. This process is based on building mutual support respecting individual differences and personal skill development.

Essentially, employees are not driven by rewards alone; they seek timely acknowledgement and verbal praise. In a learning situation it is deemed an invaluable experience that enhances working relationships.

Personal Association Learning - Coaching provides improved and professional reward by making the employee more aware of his/her:

Self-awareness skills that enable personal observation and recognizing feelings and emotional reactions in work related situations

Personal decision making allows you to examine your actions/style and the consequences of what is said and improve problem solving

Handling stress and valuing the importance of techniques/exercise to redirect tension, coping -skills and impulse control

Communication is being an effective listener and providing appropriate feedback, taking time to fully understand what is being said to you without becoming impatient and improve interpersonal effectiveness

Assertiveness without demonstrating anger, passivity, stating concerns with mutual respect

Group dynamics is cooperation based on knowing when to lead and when to follow by respecting differences and build upon everyone's strengths

Personal Association Learning: Employee – Coach Strategy Sessions:

Establish relationship with each manager/employee and open channel for communication process

Discuss issues that pertain to job requirements, responsibilities and goals/targets

Outline goals and strategies during PAL sessions (Individual and Group)

Attend sales calls and/or review/assess work stations

Open-door policy – Special employee counseling sessions may be arranged

Coach's Accountability:

The coach will work directly with department managers and staff members in providing detailed assessments. The coach observes, evaluates and guides the employee in assisting them in reaching optimal potential.

Progress development will be ascertained by the changes in the behavior and performance /motivation levels of each staff member.

Detailed reports will be presented to Senior Management Directors to review program development and ensure that the company's mission is being fulfilled.

Contractual Service Fee:

Personal Association Learning - On-Site Coaching will improve long-term organizational and employee skills development. The added value service will generate highly productive employees who will ensure greater revenue return for the company.

In view of this, it is recommended that a yearly contract be implemented that will ensure optimal results. The program can be extended yearly.

Also, based on the results and effectiveness of the program, additional support activities will be offered to establish a full employee service program. For example, Stress Management/Wellness Enrichment, Employee-Family Adjustment Counseling, etc.

In conclusion, thank you very much for the opportunity to work together in supporting your employees' professional growth and enhancing

Sincerely,

**David Gwodziak, Ed.M., Boston University
Personal Association Learning – Consultant / Coach**

www.global-expat-counseling.com

Berlin, Germany

Tel: 0176 2410 5597

