InsideTrack Coach Training Agenda

Tuesday – January 3, 2017

Overview of InsideTrack Partnership and Coaching Methodology
Attendees: All departments welcome

9:00am – 9:30am: Introductions and Welcome
9:30am – 10:15am: Partnership and Industry Overview
10:15am – 11:30am: Introduction to InsideTrack & our Coaching Methodology

Break: 11:30am – 1:00pm

Coach Training - Day 1
Attendees: Specialists, Managers, Trainer

1:00pm – 1:30pm: Introductions and Expectations
   ● This is a brief introductory session where the agenda will be shared, expectations set, and introductions made.

1:30pm – 2:15pm: The Coaching Model: An Overview
   ● This session is an overview of InsideTrack’s coaching model: the techniques, the skills, and the areas to focus on as you talk to students.

2:15pm – 3:00pm: Coaching Demonstration
   ● In this session we will demonstrate coaching in action. One of our trainees will experience their own coaching session.

3:00pm – 4:30pm: KSAB’s: Understanding “The Why”
   ● Knowing WHY we do something creates motivation. This session looks at the Knowledge, Skills, Attitudes and Beliefs that are part of every student’s story and understanding their motivation to finish a degree.
Coach Training - Day 2

Attendees: Specialists, Managers, Trainer

8:30am – 9:00am: Reflection

9:00am – 12:00pm: The Five Elements of Coaching

- Building Relationships – knowing your student
  - Learn how to establish credibility with students in order to build a strong relationship.

- Assessing – understanding the needs of your student
  - Learn how to understand a student’s needs, wants, and core values as MJC students.

- Advancing – meeting the needs of your student
  - Every coaching meeting circles on the ability to support a student in advancing to a more resourceful and actionable place.

12:00pm – 1:00pm: Break

1:00pm – 2:00pm: Coaching Demonstration

2:00pm – 3:30pm: The Five Elements Continued

- Building Motivation – compelling your student to succeed
  - Learn to set up effective next steps with your students by keeping these steps compelling. Discover how to emphasize the “why,” not just the “what” when it comes to persisting in school.

- Strategy
  - Knowing which students you will have the greatest impact on is important. Learn about understanding your roster, prioritizing students, and some simple concepts to make sure you’re reaching out to the right student at the right time.

3:30pm – 4:30pm: Ice Cream Cone – Frame and Summarize

- Learn a framework to facilitate effective coaching conversations, including framing, assessing, advancing, and summarizing your student interactions to offer consistent value and impact.
Thursday – January 5, 2017

Coach Training - Day 3

Attendees: Specialists, Managers, Trainer

8:30 – 9:00am: Reflection

9:00am – 10:00am: Ice Cream Cone - Assess and Advance
   ● Continued from yesterday: Learn a framework to facilitate effective coaching conversations, including framing, assessing, advancing, and summarizing your student interactions to offer consistent value and impact.

10:00am – 11:30am: Focus Areas
   ● This session focuses on understanding the 8 key areas that a student needs to be proficient in to be successful in school, and then, to make it to graduation.

11:30am – 12:30pm: Coaching Demonstration

12:30pm – 1:30pm: Break

1:30pm – 2:30pm: Value Propositions and First Meetings
   ● This training will focus on the skill of identifying your student’s values and how that does or doesn’t align well with what MJC has to offer.

2:30pm – 3:30pm: Facilitating Ongoing Meetings
   ● In this session we will discuss how to conduct second meetings with your students.

3:30pm – 4:30pm: Engaging Objections – The CLEAR Framework
   ● Meeting a student’s objections can be tough. By learning this easy framework called “CLEAR,” you will be prepared to engage with any student, no matter what the objection is.