



## InterWeave Workshops

### *Turning WOW Moments into a Way of Life*

**Coaching to WOW Relationships™** has now been embraced by over 5000 leaders throughout the United States with great success. A strategic coaching process is imperative in order to sustain the desired performance levels of any organization and this process provides you with the tools you need in order to successfully structure your coaching initiative.

This facilitated learning environment is 2 full days of classroom instruction and interaction that answers the following questions:

- What are the primary principles of driving a culture that wows you, your customers and your employees?
- Why is it important for leadership to have a mission statement and what mentoring mission would be helpful to adopt?
- What is transformational leadership and how will this style benefit you and your organization?
- What behaviors are important for you to have as a leader and how do your behaviors impact the culture and success of your business?
- What are the four types of on-the-floor coaching and what are the four types of off-the-floor coaching?
- How does on-the-floor and off-the-floor coaching work together to create your strategy of performance management?
- What are the next steps to implement this strategic coaching process? How will you know if you are successful? How do you gauge your success?
- How does developing a coaching culture impact the success of the components of your balanced scorecard?

<b>Transformational Leadership</b> 8:00 – 4:30	<b>Coaching to Transform Your Culture</b> 8:00 – 5:00
<ul style="list-style-type: none"> <li>• The 6 principles of a WOW organization</li> <li>• Understanding behaviors and perceptions</li> <li>• Leadership principles and worldviews of successful leaders</li> <li>• Transformational leadership</li> <li>• Behaviors of a transformational leader</li> <li>• The definition of a coaching culture</li> </ul>	<ul style="list-style-type: none"> <li>• What is your coaching strategy?</li> <li>• Developing your coaching plan to accomplish your strategy</li> <li>• 4 types of off the floor coaching</li> <li>• 4 types of on the floor coaching</li> <li>• Understanding what you are already doing and how this fits into your existing routine and how it is different</li> <li>• Practice and review</li> <li>• Next Steps</li> </ul>

**Creating WOW Customer Relationships™** is designed to focus on the communication behaviors that contribute to successful relationships. After the leadership has determined and embraced the new behaviors designed to support transformational coaching, it is time to introduce behaviors to the employees. The leaders will attend these sessions as support to model the desired behaviors and help to reinforce why these behaviors are important to your business. Your leaders will be viewed as the subject matter experts so that these behaviors are not seen as “outside recommendations” but rather as “inside conversions” so that your organization owns and advances its knowledge and commitment through the modeling of these behaviors to your employees.

This facilitated learning environment is 1 full day of classroom instruction and interaction that answers the following questions:

- What is a WOW relationship?
- Why are healthy relationships important to utilities?
- What are the communication behaviors that promote healthy relationships?
- How do we intentionally change our communication behaviors in order to contribute to healthy relationships?
- How will personal action plans help us to grow our organization?

<b>Creating WOW Customer Relationships™</b> <b>8:00 – 5:00</b>
<ul style="list-style-type: none"> <li>• What is a WOW organization?</li> <li>• What does being WOW say about you and your business?</li> <li>• Social identity - What is it and how does it impact our behaviors?</li> <li>• How do we balance social identity with company standards to respect everyone’s world views?</li> <li>• Behaviors and Perceptions - Why is it important to understand the difference?</li> <li>• What is intentional communication? How does it differ from what you are doing now?</li> <li>• Dialogue Flow - What is it and why is it important?</li> <li>• Breaking down all of the behaviors and focusing on the ones that are most important and most needed in your organization to create WOW relationships with customers. Examples include:               <ul style="list-style-type: none"> <li>○ Greeting</li> <li>○ Tone and Pace</li> <li>○ Acknowledging and Empathizing</li> <li>○ Asking questions</li> <li>○ Offering alternative solutions</li> <li>○ Summarizing the conversation and concluding your dialogue</li> </ul> </li> <li>• Personal action plan for success. What is working for you? What will you change that will help you, your customers and your business?</li> </ul>

**Contact Kimberly Mitchell at [kmitchell@interweavecorp.com](mailto:kmitchell@interweavecorp.com) for more information! Prepare to be WOWed!**