

COMMERCIAL  
COACHING  
& LEADERSHIP  
WORKBOOK



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# THE LEARNING LOG

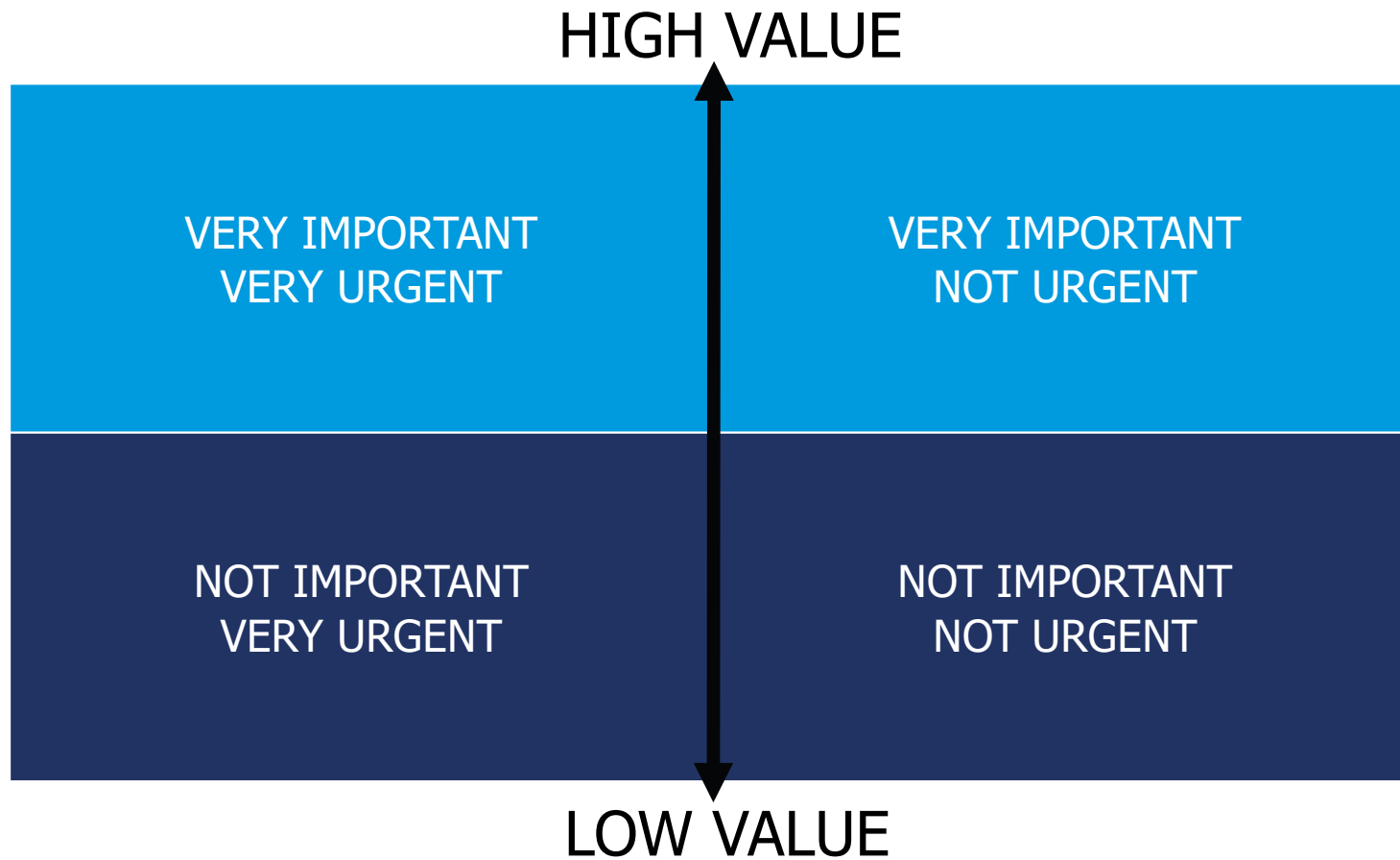
I WILL:

START DOING

STOP DOING

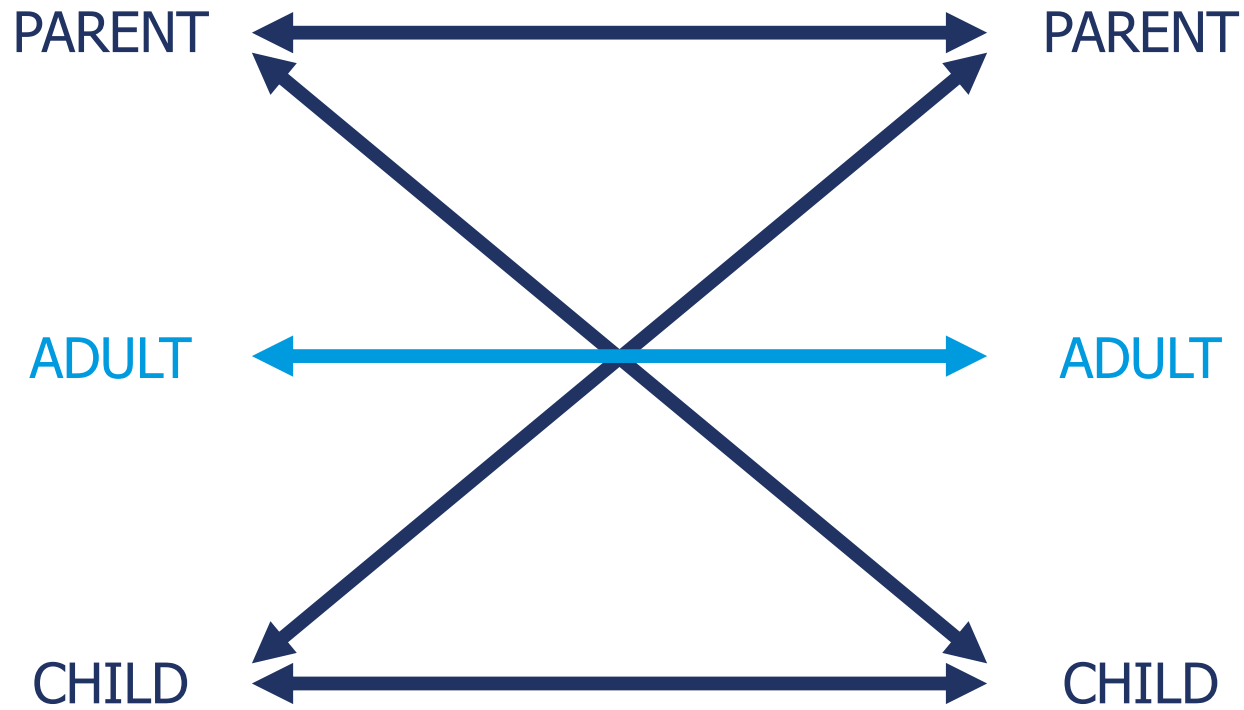
CHANGE

# TIME MANAGEMENT QUADRANT





# TRANSACTIONAL ANALYSIS



# MANAGEMENT vs LEADERSHIP

WHAT IS **MANAGEMENT**?

WHAT IS **LEADERSHIP**?

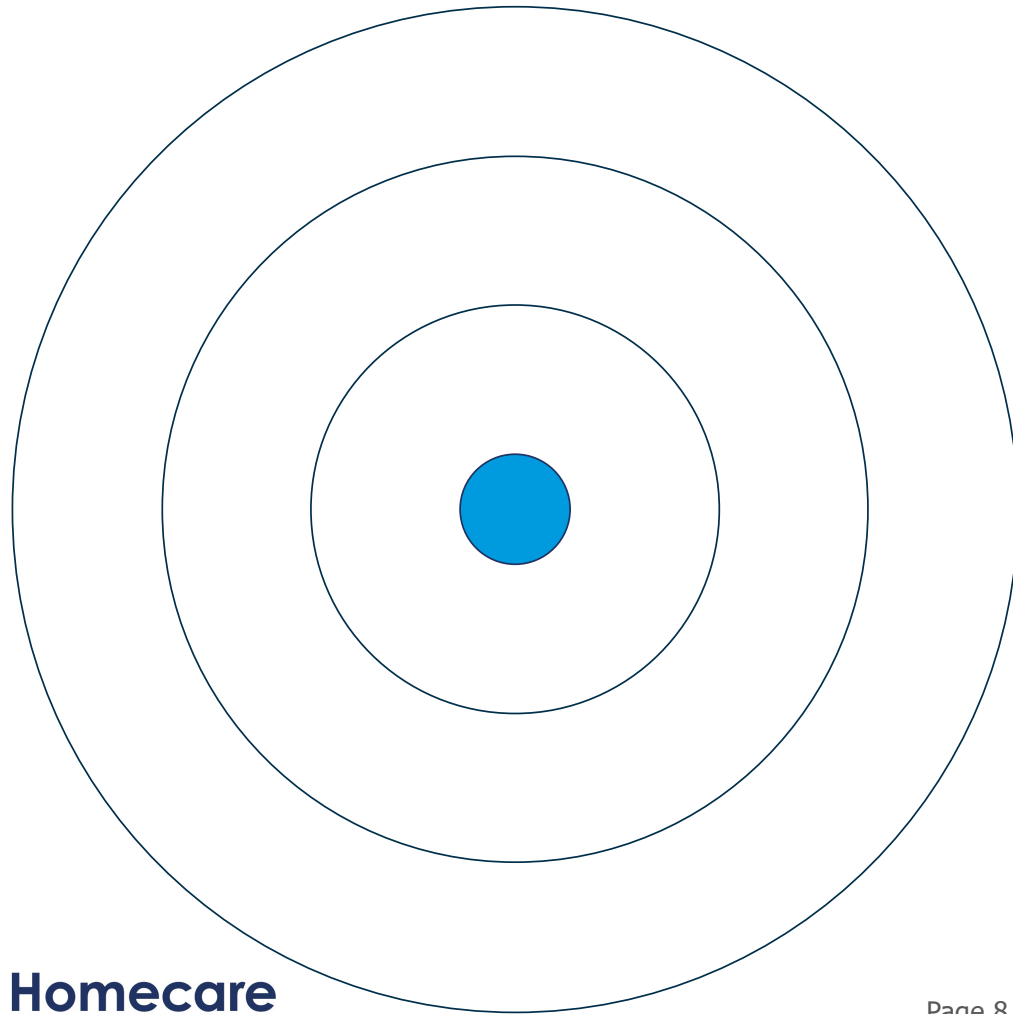
Definition:

Definition:

Difference:

# 90 DAY SPRINT PLANNER

## STRATEGIC FOCUS



- 1 \_\_\_\_\_
- 2 \_\_\_\_\_
- 3 \_\_\_\_\_
- 4 \_\_\_\_\_
- 5 \_\_\_\_\_
- 6 \_\_\_\_\_
- 7 \_\_\_\_\_
- 8 \_\_\_\_\_
- 9 \_\_\_\_\_
- 10 \_\_\_\_\_
- 11 \_\_\_\_\_
- 12 \_\_\_\_\_



BEHAVIOURS

ABOVE THE LINE

**Accountability**

**Ownership**

**Responsibility**



**Blame**

**Excuses**

**Denial**

BELOW THE LINE

## TGROW COACHING MODEL

**T** - TOPIC

Topic is your ANCHOR

**G** - GOAL

YOUR goal

**R** - REALITY FACTS, not FEELINGS – this is the tipping point

**O** - OPTIONS

Minimum of THREE

**W** - WILL

A WRITTEN contract

YOU

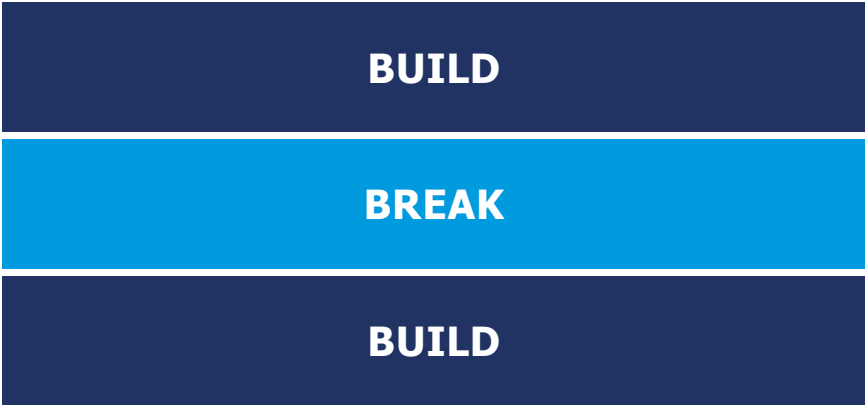
COLLEAGUE

## HOW WE LEARN

1. UNCONSCIOUS INCOMPETENCE	TRAINING	SHOW
2. CONSCIOUS INCOMPETENCE	MENTORING	SHARE
3. CONSCIOUS COMPETENCE		
4. UNCONSCIOUS COMPETENCE	COACHING	SHOWN

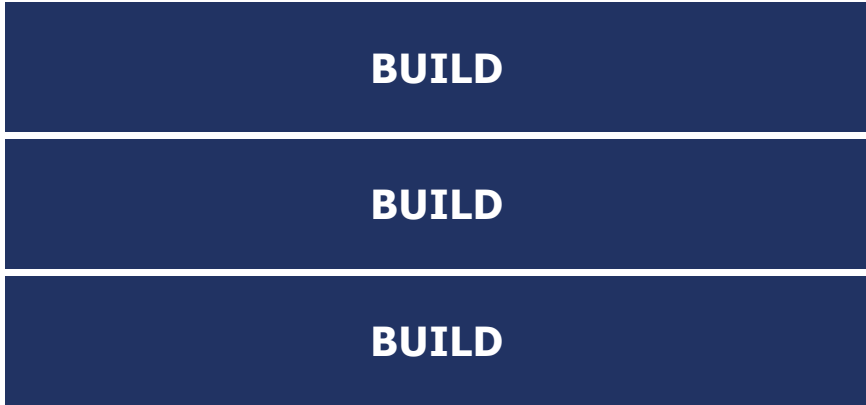
# FEEDBACK

## CHALLENGE



Use as needed. Evidence based.

## POSITIVE



Use all the time. Evidence based.

# HANDLING CONFLICT MODEL



## LEADER LEADER MODEL

### RULES FOR CONTROL

e.g. Use "I intend to..."

### RULES FOR COMPETENCE

e.g. Specify goals not methods

### RULES FOR CLARITY

e.g. Begin with the end in mind

## DO AND DON'T

DO

e.g. Think short term

DON'T

e.g. Think long term











