



### **Defense Language Institute Foreign Language Center Coaching Program**

Deeply committed to the professional and personal development of Army Civilian Professional, the Defense Language Institute Foreign Language Center (DLIFLC) launched a robust coaching program in February 2023. As of April 2024, a total of 55 DLIFLC employees have been matched with a coach. The Office of Leadership and Organizational Agility(OLOA) manages the coaching program and exercises general oversight.

#### **Processes**

OLOA maintains an internal Share Point site where coaching-related information and resources are available for employees to review. Such information include the definition of coaching, difference between coaching and mentoring, FAQs, coaching demonstration videos, and coaching resources for supervisors. Employees can view the bios of three groups of external coaches and pick three coaches in order of preference. Then employees can submit a coach request form to staff at OLOA who will send the form to individual coaches or POCs. Once the match is confirmed, the coaching program manager will send introductory email to both the coach and clients.

#### **Best Practices of Managing Coaching Program at DLIFLC**

The best practices of DLIFLC Coaching Program are as follows: 1) There is a designated office and coaching program manager to manage the coaching program. 2) A strong emphasis on communicating and promoting coaching program is achieved through quarterly promotion emails, in-person information sessions for various directorates, promotional videos with testimonials from employees. 3) There is an established process for feedback and continuous program improvement. For example, employees who have been coached for more than 6 months are invited to complete a survey evaluating their coaching experiences and identity areas of improvement.

#### **Accomplishments of DLIFLC Coaching Program**

Employees participating in the DLIFLC coaching program consistently give stellar feedback as evidenced by the feedback survey results. For example, the current overall satisfaction score is currently 9 out of 10. And everyone participating in the program would recommend coaching to their co-workers. The institute is also supporting employees who are interested in attending coaching training so that local coaches can be developed.

#### **Ways Ahead**

The DLIFLC coaching program manager will continue to promote and recruit employees through established means. In addition, OLOA will strive to integrate coaching program with future internal DLIFLC leader development courses, making it an integral part of leadership development experiences for the employees.