

€ TRAINING

Coaching Skills for Managers





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Introduction:

The Coaching Skills for Managers training program is a comprehensive initiative designed to equip participants with the necessary skills and tools to effectively coach and develop their teams. Through a blend of theoretical insights, practical exercises, and experiential learning, participants learn how to inspire, motivate, and empower their team members to achieve their full potential.

Program Objectives:

At the end of this program, participants will be able to:

- Utilize a coaching model, tools and techniques.
- know when to use coaching with staff and peers.
- Develop strong 1-2-1 interpersonal, listening and communication skills.
- Empower team members to identify their own goals and improvements.
- Connect individual staff to the strategic needs of your organisation.
- Build and maintain more positive, constructive working relationships.
- Retain high performers by giving them responsibility for and ownership of success.
- Establish a coaching relationship.
- Ask powerful questions, Generate new options and Set realistic goal.

Targeted Audience:

- Mid-level Managers aspiring to enhance their leadership abilities.
- Supervisors and Team Leaders seeking to improve their coaching skills.
- Human Resource Professionals involved in talent development.
- Executives aiming to foster a coaching culture within their organization.
- Leaders interested in mastering coaching techniques for effective leadership and team development.

Program outline:

Unit 1:

An Overview of Coaching:

- Describe coaching.
- Why is it so successful?
- Coaching is not what.
- What type of coaching do you do?
- Coaching as a management approach.
- The various applications of coaching, such as instant feedback, frequent meetings, performance, and continual improvement.

Unit 2:

How To Give Constructive Feedback:

- When to give feedback and how.
- Structuring a feedback conversation.
- 2 models for giving effective feedback: Situation-Behaviour-Impact and Pendleton's feedback process.
- Phrases and statements to use.
- Introduction and practical implementation of coaching models for understanding learning styles, building rapport and trust, setting SMART objectives, and giving immediate/on the job coaching - Regular 121's - Performance meetings.

Unit 3:

Understanding Individuals & Their Motives:

- Recognizing the world through others' perspectives.
- Understanding how beliefs, attitudes, and behavior are impacted.
- How to comprehend this and put it into practice in the workplace to enhance performance.

Unit 4:

Coaching Models:

- Using the GROW coaching model.

- Practice and application of GROW.
- Other coaching models: GROWTH, OUTCOMES, FUEL.

Unit 5:

Questioning:

- Powerful questions.
- Understanding question types and knowing when to use them.
- Active-Listening.
- Getting out of your own way!
- Listening at different levels.
- Finding amazing things in what your client has said.
- Conduct and Ethics: Coaching approaches, Ethical practice, Confidentiality.