

Coaching Skills for Managers

Course duration: One Day **Ref:** CSMI

Overview

A major key to the success of anybody managing a team is the performance of his / her people and coaching is one of the most effective methods of developing others.

This course is designed to help guide attendees on the planning and delivery of coaching and its application and effectiveness with a view to enhancing both individual and collective performance.

Who is it for?

Managers who need to develop potential.

Course overview

- ✔ Defining coaching
 - The role of the coach
 - The key skills required
 - examining coaching styles
 - The four coaching areas
- ✔ The manager as a coach
 - How coaching fits in
 - Adopting a coaching style
 - Identify the skills and qualities of high a high performance coach
- ✔ Examining the coaching environment
 - Creating a supportive environment
- ✔ Procedures for coaching success
 - Providing a structured approach
 - Effective communication
 - Understanding what's important to you learner
 - Tracking success and what to do if things go wrong
- ✔ The coaching conversation

- Using the GROW model
- Questioning methods to encourage dialogue
- Active listening
- Who's agenda

- ✔ Identifying coaching opportunities
- ✔ Create an action plan to embed learning.

What will I learn?

- ✔ Define what coaching is
- ✔ How coaching will fit into the workplace
- ✔ Have a thorough understanding of the manager's role in coaching
- ✔ Define a positive coaching environment
- ✔ Use a specific process to coach using the GROW model
- ✔ Use coaching communication skills to good effect
- ✔ Identify coaching opportunities, and using the appropriate style of coaching