

Coaching Skills for Managers – Managing Performance Yours and Your Team

Objectives

A practical two day course designed to provide an excellent foundation in the skills and behaviours required to be a great manager. The course will focus on developing personal style, best practices and behaviours of effective managers as well as powerful techniques for getting the best from people.

Content

What is Coaching

- A definition and why it is so effective
- The different uses of coaching i.e. immediate feedback, regular meetings, performance, ongoing development
- The role of the coach, confidentiality and boundaries
- Guidelines and practical tips for handling ethical dilemmas a workplace coach might face

Starting a Coaching Session

- Coaching Models (GROW model)
- Introduction and practical implementation of coaching models
- What do we need to consider before a session even begins?
- Establishing a coaching relationship

Constructive Communication

- Learn how to give constructive and helpful feedback.
- Deal with performance issues there and then when they happen
- Questioning techniques and being non judgemental
- Phrases and statements to use.
- Role-plays and team exercises

Understanding People and Their Work

- Understanding the world according to others
- Beliefs, values, behaviours etc.
- How to understand this and how to apply it to the working environment for performance improvement

Taking Ownership of Staff Development

- Continuous Improvement - Coaching as an ongoing process
- The life cycle of staff development
- How to keep your staff motivated and performing to a high level