



**Coaching Skills for Managers
1 Day Training Course**

Enabling managers to
increase the ability and
productivity of their
people

Course Aim

To enable participants to understand the coaching process, appreciate the value of coaching, and accept it as an essential part of a manager's function.

About the course

Organisations cannot survive, let alone prosper, unless two things happen. First, everyone must make the maximum contribution of which they are capable, whatever their position and status. Second, managers in particular must take every possible opportunity to increase the knowledge, skills and experience of their staff so that the organisation as a whole continually gets smarter.

Coaching is the single most important method which managers can use to increase the ability and productivity of their staff. Unfortunately many managers don't do nearly enough of it. Some avoid coaching because they are nervous of its consequences. Others simply don't know how to go about it. This training programme can solve both these problems.

Key Outcomes

Participants will learn to:

- Recognise the value of coaching as part of managing
- Develop an understanding of the key principles of coaching
- Recognise how coaching differs from other development activities
- Apply a structured approach to coaching
- Use coaching in the workplace as a means of improving performance and developing people

Who should attend

This course is suitable for managers who are, or will be, coaching others and are looking to build their confidence and effectiveness in this essential skill.



Course Outline

Understanding Coaching

- Exploring coaching definitions
- Clarifying the purpose of coaching
- How coaching differs from training, mentoring and other activities
- The benefits of effective coaching
- The crucial difference between a 'directing' and 'enabling' style when coaching
- The beliefs, values and behaviours of a 'coaching' vs 'directive' manager
- Overcoming misconceptions that prevent managers from coaching

Coaching Cube Challenge!

- A hands-on, fun exercise to help develop skills in safe environment and draw out the key principles that are central to effective coaching. The exercise provides a coaching situation in which participants practise coaching skills like listening, questioning and choosing words carefully. It helps to identify the role of a good coach and the importance of creating a self-discovery scenario.

Coaching Opportunities

- Recognising and prioritising coaching opportunities
- What constitutes a good coaching opportunity?

Coaching: The Key Principles

- Three important factors: structure, process and content.
- Applying a structured approach to coaching
- Key coaching components

Coaching using the GROW Model

- Identifying coaching questions for each of the four stages
- Skills practice and feedback using the GROW model

Getting Started

- Participants have the opportunity to examine in more detail a potential coaching opportunity, begin the transfer of learning to the workplace and practice their coaching skills.

Video Content

- The Video Arts production *Pass it on*' is used to reinforce learning. This comprehensive programme shows how, with the right teaching, the manager is able to improve people's performance and motivation, and that coaching is an invaluable tool for helping individuals and the business develop together.

Personal Development

- Coaching skills questionnaire and results analysis
- Action planning the transfer of learning to the workplace

What Delegates Say

“I now understand what coaching truly is, that I haven't done it before and how to do it properly. The trainer was friendly, humorous and knowledgeable.”

Sarah Synott,
Head of Business Development, Turley

“I have gained an appreciation of how to enable others to progress through coaching.”

Lorna Henderson, Associate Director, Turley

“The course covered all aspects of coaching extensively - what it is, best practice and how to avoid common mistakes. The trainer had a great personality and brought enthusiasm, energy and enjoyment.”

Stuart Randle, Associate Director, Turley

“This training challenged me to think about my approach as a coaching manager vs directive manager.”

Bob May, Director, Turley



Contact us

This course is available for in-house delivery or at a venue of your choice and can be tailored specifically to meet your business needs. For booking fees or further information contact us:

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Related Training Programmes:

- Effective Delegation Skills
- Effective Influencing
- Performance Management for Managers

