

Coaching Skills

Duration: 1 day

Coaching is a key characteristic of good leadership and management. It is the process of helping employees to maximise their potential for the benefit of themselves, the team and the organisation. This programme concentrates on coaching activities that help to develop individuals and teams. It identifies techniques that help to develop and motivate others.

Who should attend this course?

Individuals who are responsible for the output of others and or are required to support and motivate others to achieve. This would be an ideal course for first-line managers or those wishing to develop or refresh their people management skills.

Course Objectives

Upon completion of this course participants will be able to:

- Define key characteristics of effective coaching
- Discuss and apply methods of giving and receiving feedback
- Identify and discuss the differences between coaching and counselling
- Understand individuals learning styles
- Communicating for performance and development

Course Outline

Importance of Coaching

- Key characteristics of effective coaching
- Values of coaching
- Learning for experience
- When and where should coaching take place
- Collaborative coaching

Questioning Skills

- Reasons for questioning
- Types of questions
- Application of communication styles in the coaching context

A Toolkit for Managers

- Adopting an appropriate behaviour style
- Coaching vs counselling
- Giving positive and constructive feedback
- Coaching techniques for performance and development