



Coaching Skills for Managers

...manager as coach

The ability to effectively coach individuals and your team is now a key management skill. Changing business environments require managers to use a variety of coaching skills and approaches to work effectively with both individuals and teams to deliver business results.

This course provides practical tools and techniques to enable you to coach effectively as well as inspire, motivate and develop your people. You will have the opportunity to practice your coaching skills in a safe environment and you will leave equipped and ready to take on your new role of coach.

Content

- What is coaching?
- Benefits of coaching
- Qualities of a coach
- Raising awareness and generating responsibility
- The learning cycle and powers of recall
- When is coaching appropriate?
- Overcoming the barriers in coaching
- The manager as coach
- Learning and enjoyment

Duration: Two day course

Venue: London Gatwick

Course price: £645+VAT

Features

- Easy to use process for effective coaching
- Ways to identify coaching opportunities
- 10 tools for setting development goals
- Tips for ensuring follow-through

Organisations that have sent participants include:

Accenture, Brighton & Hove City Council, BT, eBay, Shell, South West Water, Total Gas & Power and Unilever.

“Just what I was looking for. A framework to use as a personal development approach to building coaching into my management style.”

Anthony Wouters,
IT Service Delivery Manager 





Coaching Skills for Managers

Day One

1. What is coaching?

- Definitions
- Coaching and counselling
- Coaching and mentoring

2. Benefits of coaching

- Changing behaviours
- Unlocking potential
- Rewards from coaching
- Benefits for the workplace

3. Qualities of a coach

- What makes a good coach?
- Identifying coaching opportunities
- Personal preferences in coaching style
- Self awareness in coaching

4. Raising awareness and generating responsibility

- Effective questions
- Assessing attitudes of mind
- The coach's role in performance improvement
- The TGROW process

5. The learning cycle and powers off recall

- Individual learning styles
- Four elements of learning
- Learning checklist
- Effective approaches for recall

Day Two

6. When is coaching appropriate

- Ground rules
- Agreeing and setting learning objectives
- Success criteria and measurement

7. Overcoming the barriers in coaching

- Coaching appropriateness
- External barriers
- Internal barriers
- Techniques to overcome barriers
- Benefits and difficulties of self coaching

8. The manager as coach

- The relationship between coach and performer
- Traditional management model
- Differences between manager and coach
- Fitting into the role of coach

9. Learning and enjoyment

- The reward of learning
- Conscious performance
- Unconscious performance
- Achievement emotions

