

# Coaching Skills for Managers

**DURATION:** A one day workshop

**SUITABLE FOR:** Are you struggling to get better performance from your people? This participative workshop is for ambitious managers who want to be more effective. You will learn how to manage more effectively using a coaching approach and coaching skills as part of your management style. There will be practical skills development as well as exploring different applications of these skills in day to day work. Participants need not have had any experience of coaching before as it will include an introduction to coaching skills.

## COURSE OUTLINE:

### OBJECTIVES:

**By the end of the workshop delegates will be able to:**

- Understand how coaching creates high performing and engaged staff
- Differentiate between Leadership styles and enhance results through adapting your style to suit your team members' needs
- Understand what coaching is – gaining a clear understanding of how coaching differs from other methods of developing staff
- Learn the core skills vital for a good coaching conversation – improve your listening skills and ask better questions
- Develop your coaching skills to improve motivation and engagement – creating a positive and supportive culture
- Use coaching as a way to develop people - Conducting a constructive and performance enhancing Feedback conversation
- Improve your confidence and the way you communicate with your staff, have more constructive and meaningful conversations resulting in better outcomes
- Create an Action Plan for the future

### PROGRAMME:

#### Introduction & Workshop Objectives

- Establishing what you want to achieve today
- Setting the scene – Creating the right mindset

#### Coaching as a Management Style

- When is coaching appropriate?
- What are other management and leadership styles I will have to use – Situational Leadership?
- What are the benefits of coaching?

#### Coaching Skills

- What is coaching?
- The essence and key principles of coaching
- The importance of active listening
- Questioning and paraphrasing techniques
- Coaching techniques

#### Practicing Coaching Skills

- Delivering a coaching session
- Observing and assessing skills

#### Applying Coaching techniques in different work situations

- Coaching individuals to reach their peak performance
- How to use coaching techniques to motivate and engage staff - Practicing a motivational conversation technique
- Developing skills required for a constructive Feedback conversations to enhance performance

#### Action Planning

- Commit to actions for the future
- Start now

#### Summary and Close