

Coaching for Success

AUDIENCE

The course is intended for managers who wish to develop and empower their staff through coaching.

SUMMARY

This is a highly practical one-day course designed to begin the process of developing a suitable repertoire of skills required to coach staff through specific operational situations. It highlights the importance of creating an environment of trust and helpfulness in order that those involved work together. Participants will develop new skills and capabilities with the ultimate aim of producing superior results.

The process of coaching another invariably results in not only the person being coached developing their skills but also the coach. Participants will realise that there are mutual benefits to be enjoyed during coaching sessions that come from sharing ideas and expertise.

Distinction is made between coaching and mentoring with further distinctions made between coaching, training and instruction. Much of the day is taken up with skill practice exercises.

COURSE AIMS

By the end of the course the participants will be able to:

- *Describe the difference between instruction, training and coaching.*
- *Identify specific actions they must take to develop and sustain the trust of others.*
- *Select an appropriate coaching style for different operational situations.*
- *Deliver both reinforcement and developmental feedback in a sensitive and effective manner.*
- *Understand the consequences of inappropriate feedback.*

COURSE SESSIONS

- *What is Coaching?*
- *Structuring the Conversation*
 - *Developing Trust*
 - *Coaching Techniques*
 - *GROW*
- *Feedback – Rules and Consequences*
- *Skill Practices*

A full and detailed syllabus is available. Simply email us or visit our website to request further information. Alternatively call us on the number below.