

Coaching Skills for Managers

Course outline

Introduction

Coaching techniques are increasingly being seen as a very effective method for developing staff, dealing with poor performance and, helping to manage change within teams. This one day course will clearly explain a number of different coaching models, and show delegates how to use the GROW model within a variety of scenarios.

Course Aims

By the end of the day, delegates will

- have a clear understanding of what coaching is
- Understand the different coaching models, with an emphasis on the GROW model
- See how coaching can be used in different settings
- Understand and practice the key skills needed for coaching

Outline programme for the day

9.00 – 9.30	Arrive and coffee
9.30 – 11.00	<ul style="list-style-type: none"> • Introduction • Exploring what coaching is and the different settings it can be used in • Exploring different coaching models
11.00 – 11.20	Break
11.20 – 12.30	<ul style="list-style-type: none"> • Key skills for coaching <ul style="list-style-type: none"> • Planning a coaching session • Active listening and non verbal communication • Using powerful questions • Giving feedback • Agreeing and reviewing tasks
12.30 – 13.20	Lunch
13.20 – 15.00	<ul style="list-style-type: none"> • Key skills for coaching continued • Using coaching to improve performance • Using coaching as part of a change process • Using coaching as a development tool
15.00 – 15.10	Break
15.15 – 16.30	Agreeing and reviewing tasks Summary of learning

