

COACHING SKILLS FOR SUPERVISORS AND MANAGERS

DURATION

2 Days

OVERVIEW

Coaching has always been an effective performance management tool that assists leaders to develop their staff to achieve their potential. Recently, Coaching has taken on additional significance as a talent development and knowledge retention tool. An effective coaching program will ensure the continued success of the organization. For managers and leaders, effective coaching skills can enhance their team's performance and morale that will greatly increase success. This Coaching workshop will equip participants to enhance their ability to develop people's potential, and thereby enable them to fulfill both organizational and personal goals.

This workshop will utilize Transfer of Learning Methodologies to ensure that all skills learned in the workshop are implemented in the workplace. This entails action-learning and experiential activities using a range of interactive and experiential exercises, debates, case studies, games and visual images/video, through which participants will apply and practice workshop concepts in a safe environment to guarantee successful transfer of knowledge to the workplace.

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MANAGEMENT AND LEADERSHIP SKILLS PROGRAMS

KEY MODULES

- Mentoring, coaching and training- what are the key differences?
- So, what is coaching?
- Why Coaching?
- Essence of Coaching.
- Benefits to The individual, the coach and The Organization.
- Linking coaching to the organization's Vision, Mission and Goals
- Makings of an Effective Coach.
- The key attributes of a coach.
- The 'Super-Seven' Skills
- Understanding the GROW Coaching model
- Overcoming coaching barriers
 - o Breaking myths
 - o Understanding different communication styles
- Goal setting – ACHIEVE SMART Model
- The coaching sessions explained.
- Sample coaching questions to use in:
 - Career discussion
 - Skill development discussion
 - Probing
 - Cushion
 - Problem solving
- Individual Action Plan

LEARNING OUTCOMES

After Completing this course, participants will be able to:

- Understand the concept of coaching.
- Appreciate the difference between training, coaching and mentoring
- Realize the benefits of coaching.
- Recognize the attributes of an effective coach.
- Learn and apply coaching skills
- Deliver value when sought out by colleagues for his/her coaching.
- Adopt coaching styles to suit different personalities
- Appreciate the coaching in the organizational context
- Stimulate individuals to higher level performance
- Apply coaching skills in real-life workplace situations