

# Basic Coaching Skills for Managers

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## Description of Course

Coaching is increasingly becoming one of the most sought after and important skills for anyone in a work environment. The days of direct commands from managers to their employees are long gone. The importance of inspiring and guiding employees to realize their potential and discover their power and responsibilities can no longer be ignored.

This course will show managers and supervisors how to get the most out of their team by adopting a 'coach approach' which promotes longer lasting learning on behalf of the employee and most importantly promotes accountability and ownership which enhance motivation.

## Course Objectives

By the end of this course delegates will be able to:

- Define what coaching is and explain its role in the workplace
- Explain the managers role in the coaching process
- Know when they have created a positive coaching environment
- Follow a specific procedure for coaching success
- Use the GROW model to provide successful coaching conversations
- Identify coaching opportunities and appreciate which style to use.

## Duration of Course

1 day

# Course Outline

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**What is Coaching?** - A review of what coaching is and the key skills required of a good coach.

**My Experience** - A look at the participants own experience of having been 'coached' in the past. Examining their feelings and the positive and negative aspects.

**The Manager as Coach** - A look at the role of the manager and how coaching fits into this role.

**The Coaching Environment** - Examining the environment in which positive coaching can take place. One where staff feel challenged and supported enough to achieve positive results.

**A Procedure for Coaching Success** - Providing participants with a set structure to create a results driven environment in which coaching plays an integral part.

**The Coaching Conversation** - Explaining the GROW model and specific questions based around this in order to enable participants to carry out effective coaching conversations. There is also a chance to put the skills into practice.

**Questioning** - Looking at different questioning methods, the advantages of each and asking participants to provide examples.

**Whose Agenda?** - Encouraging the participants to help the coachee explore issues by encouraging rather than telling. A chance to practice their questioning in a safe environment.

**Coaching Opportunities** - Identifying what coaching opportunities there are in the workplace and then applying the skills from the course to a coaching practice session.

**Review of Session** - Creating an action plan to embed learning.