

COACHING IN THE WORKPLACE

1 DAY
COURSE

As a leader, the better you are at sharing your experience, expertise and insights through coaching, the easier it is to build a positive learning culture that will attract and keep quality people within your organisation.

This course will empower you with the skills, knowledge and behaviours to motivate and develop others in a constructive way. Using effective coaching techniques you can increase individual, team, and organisational performance.

This course supports the development of the following core competencies:

Developing direct reports

Directing others

Motivating others

This course is aimed at anyone who manages personnel or who contributes to an individual's capability development in the workplace. We recommend incorporating this management training with our other courses as part of a development program.

LEARNING OUTCOMES

- Adapt your coaching style to suit individuals and their developmental needs.
- Use the GROW model to effectively coach your direct reports and give your coaching session shape.
- Develop strategies to encourage and support accountability.
- Use praise and constructive feedback to increase motivation and have a positive impact.
- Implement simple techniques to earn and maintain a trusting relationship.

TOPICS COVERED IN THIS COURSE

Understanding coaching

Identifying the need for coaching as a leadership style in the workplace to develop individual and team capability.

Characteristics of great coaching

Define and apply the five definite characteristics that distinguish superior coaching from other such conversations.

Core communication skills for coaching

Identify and apply the core communication skills to clarify understanding and maintain motivation.

The GROW model

Decide what to do and commit to action using this simple yet powerful framework for structuring a coaching session.

Follow-up and building accountability around deadlines

Checking your coaching performance and hold follow-up conversations to build accountability around the outcomes or goals that have been agreed upon and committed to.

The power of praise

Increase self-confidence and motivate someone to challenge themselves by highlighting their efforts.

The added power of constructive feedback

Use a six step method to ensure your feedback has constructive value and doesn't come across as critique or criticism.

Strategies for building trust

Practical techniques to develop trust and allow both parties to feel safe and comfortable with one another.