

Coaching

A one-day programme

Coaching on the job is something that managers need to do everyday. Constantly noticing their staffs' efforts and giving them feedback on their performance. Often the feedback is limited to fixing the things that didn't go well forgetting to find stretch in use of competencies where they are strong.

Coaching is about noticing and giving specific, helpful feedback on current performance and helping to identify how to go beyond it. We begin with clarifying the coach's role, moving on to fully explore the skills to do it.

Participants will leave this programme with strategies and motivation to do a better job at lifting the performance of their staff back at work. It's a great add on to our Mentoring and Training programme - it's useful to know the difference.

Part 1 – COACHING

- Defining coaching
- Audit on what to coach: skills, competencies, attitude
- Where, why, who and how to coach
- Skills to be a great coach

Part 2 – INTERPERSONAL SKILLS

- Trust, respect, rapport - can't coach without them
- Communication styles - finding the words to suit others
- Feedback - delivering it in a way that coachees' will take it

Part 3 – KEEPING IT REAL AND RELEVANT

- Giving it a go - get feedback on your coaching skills

"The thing about a comfort zone is that it sounds, well, too comfortable. I call it a comfort pit, because a pit is somewhere you want to get out of as soon as possible." Bear Grylls