

Coaching & Mentoring for Managers

1-day workshop

‘Taking Ownership and Taking Action’

Scenario To adopt the principles of coaching in your management style to help your staff realise their full potential. Coaching involves creating strong but flexible learning, providing your people with the guidance and support they need to develop skills and improve performance.

Audience and Benefits Managers wanting to improve the performance and productivity of their people and develop coaching skills to help staff take ownership.

Objectives By the end of this workshop you will be better able to:

- Set measurable work-related goals
- Enable staff to identify obstacles to good performance and strategies for overcoming them
- Encourage and motivate individuals and teams
- List the steps in the coaching process
- Identify when to lead and when to coach
- Develop self-coaching techniques
- Highlight your emotional and behavioural responses under duress

Content

What is Coaching?

- Establish the purpose in coaching
- Identify and set goals
- Implement the Task-GROW approach for achieving goals
- Clarify your Social Style and Preferred Thinking Style

Key Exercises & Theory

- Task-GROW model
- Merrill-Reid Social Styles & PTS
- Five Levels of Listening
- Coaching in Triads

Communication Skills

- Effective questioning techniques
- Moving from push to pull
- Practising listening skills
- Challenging appropriately
- Reviewing progress & giving feedback

Activities or Features

Through exercises, discussion, and practise sessions, participants will explore proven coaching techniques. Participants continue to develop their coaching skills through practice and an Action Learning Set can be provided 4 to 6 weeks after the initial workshop has taken place. This also provides invaluable insight to the coaching process and how to make it work more effectively for your staff.