

Coaching & Mentoring for Managers

1-day workshop

‘Enabling Others to Take Positive Actions’

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

Audience and Benefits Managers wanting to improve the performance and productivity of their team individually and develop coaching skills to help them take ownership of their actions and development.

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

- Set measurable work-related goals
- Enable each team member to identify obstacles to good performance and strategies to overcome them
- Encourage and motivate individuals and teams
- List the steps in the coaching process
- Identify when to lead and when to coach
- 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 all staff.