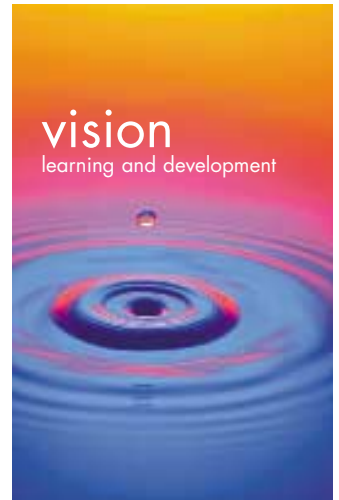


Coaching for Results

**How to use Coaching to develop people and solve business problems
Two Workshops – Each of One Day's Duration plus Work-Based
Coaching Experience**



Why Attend?

The development of people is critical to business success. Effective coaching is a highly efficient and motivating way in which ongoing development can take place in the workplace. The ability to coach others is therefore a key managerial skill that can be used successfully in everyday situations.

Coaching encourages people to think for themselves rather than always being dependent on you for answers. The process helps you to unlock the knowledge of others and is therefore useful with clients as well as staff.

By developing an attitude of responsibility amongst staff you will find that they become more interested and fulfilled in their work. You will also find that you have more time to concentrate on the issues that are important to you as a manager.

What Will You Learn?

By the end of the module you will :-

- be able to give clear feedback in ways which lead to improved performance
- be able to use a simple yet powerful approach to coaching and developing others
- be able to apply these coaching principles in many different business situations

Workshop 1 – you will learn how to

- reap the benefits of coaching in the workplace
- ask the questions that help others to think through issues
- ask questions that make it easy for people to generate ideas
- use a non-directive style of coaching
- coach people on issues about which you are not knowledgeable
- give feedback in ways that motivate people
- receive feedback in an appropriate ways
- help people to set clear objectives
- increase people's level of ownership for performance objectives
- apply coaching principles in many practical everyday situations
- plan for coaching sessions when you return to work

In Between Workshops – you will be

- using your coaching skills in a range of workplace situations
- reviewing your progress with a coaching partner to identify learning points and questions

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Workshop 2 – you will learn how to

- overcome obstacles to coaching
- tackle difficult situations in coaching
- how to use more advanced communication skills in coaching
- sharpen your questions to quickly get to the root of issues
- quickly establish rapport with people
- use your voice to best effect in coaching
- speak the other person's language to connect with them more easily
- use effective listening skills
- enhance your flexibility to use coaching in a wider range of situations
- improve your own coaching performance through further practice and personal feedback

How Will You Learn?

There will be a mixture of inputs, demonstrations, discussions and small group work. The style of the workshops is very practical with plenty of opportunity to use the skills.

PRE-COURSE PREPARATION

Please make a note in advance of a two practical issues on which you would appreciate some coaching. Each participant will have the chance to run a coaching session with a fellow-participant – so you will have the benefit of someone running a coaching session with you on your selected issue. You can choose whatever you like – here are some typical examples that may give you some ideas:

Examples of Coaching Issues Used Previously

1. You want to prepare for an important meeting e.g. with a supplier, contractor or colleague.
2. You want some ideas about how to deal with a problem with a team member.
3. You have an issue of discipline to tackle.
4. Someone is under performing – you want ideas to motivate them.
5. You have a presentation to make – and could do with help in planning.
6. You have a report to write and want ideas on how it could be best structured.
7. You want practical ideas for managing your work more effectively.
8. One of your contractors is always awkward to deal with – you need fresh ideas.

What If? What will I be able to do when I learn these skills?

You will find that you can apply these skills immediately in a range of situations including:-staff problem solving with colleagues, delegation, analysing needs of clients, helping staff to learn the job, handling daily performance issues, appraisals and many more...