

## Coaching Skills for Managers

### Overview:

This course provides managers with an overview of coaching and how it can be utilised to develop their employees. It covers the purpose and importance of coaching, related concepts, and introduces the skills required for effective coaching.

After completing this course, participants will know how to:

- Define coaching and identify the qualities of an effective coach
- Build a coaching foundation
- Plan a coaching strategy
- Motivate employees by identifying their individual personality types and build trusting coach-employee relationships
- Work through the coaching process of maintaining healthy coach-employee relationships
- Communicate expectations and goals, and evaluate employee performance
- Use language and non-verbal methods to clearly communicate their message and retrieve the desired information by using effective questioning
- Support their coaching style by conducting productive face-to-face meetings and confrontations

**Designed for:** Managers

**Duration:** 1 day

### Content:

#### What is coaching?

- What is coaching?
- Definition of coaching
- Coaching is about empowerment
- Coaching involves relationships
- Coaching is aimed at transformation
- Coaching is a process

#### Prepare for coaching

- Elements of effective coaching
- The role of the coach
- From manager to coach
- From trainer to coach
- Coach as a leader

#### Deliver coaching and providing feedback

- Goals of communication
- Basic rules of communication
- Types of coaching
- Feedback
- Facilitating a feedback conversation
- Skills required for coaching

#### Learning

- Coaching as the facilitation of learning

#### Actions



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