MAKING COACHING EFFECTIVE

This is a highly interactive workshop with much emphasis on learning through group work, practical examples and role plays. The programme will follow an approach to coaching that will help experienced team members, team leaders, supervisors and managers to undertake coaching in a motivational style that delivers the maximum in learning, interpersonal skills and performance from their team.

Programme objectives

The workshop will cover coaching skills and techniques that will enable senior team members, team leaders, supervisors and managers to:

♦ Plan and execute effective coaching with their team members
♦ Coach with an inspiring and motivational style
♦ Be creative in their approach to on the job training
♦ Have a positive impact, through skills transfer, on their team member's performance

Introduction to coaching

♦ What is coaching
♦ Coaching situations and when to coach
♦ Types of coaching
♦ What makes a good coach
♦ Task – discussion and group work around own coaching and management style

Driving behavioural change

♦ Four stages of learning
♦ Coaching triggers, motivating change
♦ Coaching records
♦ Learning styles
♦ Task – planning your intervention, participants look at own team members and how they might approach their development or a specific issue where coaching is appropriate

Coaching models

♦ Coaching experienced people
♦ Coaching models
♦ Instant pay off, GROW
♦ Coaching intransigence and naivety
♦ Task – role-play exercise and discussions, practical coaching exercise with participants playing one of their own "problem children"

Coaching skills and techniques

♦ Boundary management, coaching contracts
♦ Coaching skills, communications and rapport
♦ Questioning skills and giving feedback

Summary, review & personal action plan

♦ The participants review the training workshop
♦ Set action plans for what they will do on their return to their role
♦ Programme wrap up