



# **Coaching in the Workplace**

## **Aims**

This course will equip managers and supervisors with the necessary skills to implement effective coaching in the workplace. In today's business climate, coaching has become an essential management skill in order to increase team productivity. This course will help managers implement good business practice when coaching their teams to increase staff competence, confidence and overall performance.

## **Objectives**

*By the end of this course you will be able to*

- Understand the role of the coach and how to use coaching as a powerful tool to develop others
- Structure your coaching sessions
- Deliver quality feedback to your staff
- Use effective coaching models and approaches to conduct 'best practice' coaching sessions
- Set coaching objectives which are measurable and achievable
- Use coaching as a motivational tool

## **Who Should Attend**

For managers and supervisors who want to develop their staff and enhance workplace performance.

## **Course Content**

- How to implement improvement in individual performance
- Understanding the knowledge, skills and attitude required to coach
- Setting coaching objectives
- Getting the staff member to "buy-in" to the coaching process
- The background to coaching and how it works
- Responsibilities and the scope of the coaching role
- Developing the relationship
- GROW - a process for effective output coaching
- Questioning and listening techniques
- Handling difficult situations
- What to do when things go wrong
- Distinguishing between motivational and developmental feedback
- Giving difficult and negative feedback effectively

**Duration**     1 Day