

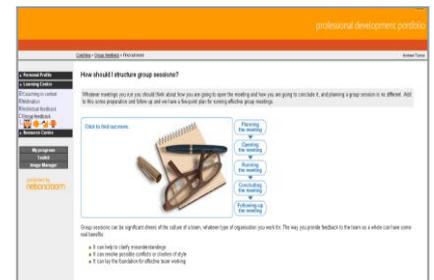
# Coaching Skills

Coaching plays a central role in the development of a successful working relationship between a manager and their team. As such it is a fundamental part of any manager's skill set.

Now updated to include dealing with the root cause of problems, the latest theories on motivational techniques and how to give effective feedback, this course uses specific examples to help the learner understand what motivates their team members and looks at how the way in which they give feedback can affect motivation and performance.

**Coaching Skills** enables the learner to:

- Understand the importance of coaching in the context of their role as manager
- Apply effective coaching methods that will benefit both them and their team
- Understand what motivates them and those around them
- Choose the right motivational technique for different individuals and situations
- Use feedback effectively to help individuals realise their potential
- Get positive results from both motivational and corrective feedback
- Plan and run successful group feedback sessions



## Learning outcomes

### Coaching in context

- What is coaching?
- Why is coaching important?
- What makes a good coach?
- Should I adapt my coaching style for each person?

### Motivation

- What is motivation?
- What are the main theories of motivation?
- What motivates people?
- How can being an effective motivator help me?

### Individual feedback

- What is the purpose of individual feedback?
- What basic rules should I follow?
- How do I ensure my feedback is effective?
- How often should I give feedback?
- How should I structure a formal feedback session?
- What are the root causes of performance problems?

### Group feedback

- What basic rules are there for group sessions?
- How do I ensure the key messages are communicated?
- How should I structure group sessions?
- How do I get feedback from my team?

### Target audience

This course is designed to appeal to people at all levels, whether they manage others or wish to develop management skills as part of their personal and professional development.

Those who are new to management or are preparing to take on a management role will find that this course provides a solid basic knowledge of coaching on which to build their experience.

More experienced or senior managers will value the opportunity to spend time refreshing or developing their coaching skills.