

Coaching Skills for Managers



Winning the co-operation you need to deliver the results you want

Who is it for?

This four half-day programme is aimed at first line and middle managers who wish to learn best practice in coaching, and use a range of in-depth coaching techniques to get the best from their staff and promote an organisation-wide coaching culture.

Overview

Managing in today's work environment means winning co-operation from others. Coaching is a key characteristic of effective leadership, helping individuals maximise their potential to the benefit of themselves, the team and the organisation. This programme supports managers in proactively developing their organisations and facilitating change by nurturing talent, enabling learning and development, and encouraging personal growth. For change and/or development to be of value, managers must be able to utilise a range of coaching and facilitating methods and techniques to bring the best out of their people.

Asking effective questions

Learn and practise asking questions that put the ball firmly back in the other person's court and getting them to take responsibility for their own actions.

Insightful listening

Learn to read and interpret the clues in people's answers that help you work out what they really mean and break down people's resistance to your requests.

Managing coaching conversations

Use a simple and powerful technique that moves people quickly from their present problem to a positive action plan which they are personally committed to.

Real skills through real practise

Throughout the programme you will practise real coaching skills on real people, not through artificial role playing exercises. Your personal confidence grows with each workshop.

Flexibility and adaptability

Coaching encompasses a spectrum of skills, many of which you already have. We help you enhance these and develop others to enable you to manage a greater range of situations.

Programme Objectives

- Apply basic principles of coaching
- Recognise personality and learning styles, and how to adapt yours
- Define SMART objectives to structure individuals development to meet organisational/team performance requirements
- Build rapport/empathy through effective questioning and listening skills
- Provide and receive positive/constructive feedback
- Identify personal development opportunities
- Use non-verbal communication to enhance your coaching style
- Create an environment for change

Delivery

The programme is delivered at Tredomen Gateway, Ystrad Mynach, through four half-day workshops, commencing at 9.00 and concluding no later than 13.00.

Workshop 1	Developing Self Awareness	7th September
Workshop 2	Building Relationships	21st September
Workshop 3	Developing Questioning and Listening Skills	12th October
Workshop 4	Monitoring and Evaluating Personal Development	26th October

Investment

Total investment for this programme is £485 per person. Alternatively, this programme can be delivered internally to your organisation for a total investment of £3650. Based on a group size of ten persons, this reflects an investment of £365 per person. This cost includes all relevant materials but excludes any costs associated with the venue.

Ilm Accreditation (optional)

For an additional investment of £79.00 per person, and on successful completion of this programme and associated action plan, the Institute of Leadership and Management (ilm) will acknowledge the participant through the Development Award and twelve months ilm membership which includes access to online support materials, study guides and career development support.