

# Coaching Skills

This programme is ideal for managers who want to develop their skills in coaching and providing feedback to staff. It may also be useful for anyone in a personnel or training role who provides support to managers who are helping staff to develop.

## Programme objectives

By the end of this programme, delegates will be able to:

1. Explain what coaching is and its link to the manager's role
2. Identify the skills needed to coach
3. Explain the cycle of coaching
4. Identify the coaching needs of individuals and match these to coaching styles
5. Explain how and why people learn and how to make maximum use of learning motivators
6. Use two-way constructive feedback and goal-setting processes within the coaching framework.

## Further information

The programme is highly participative and features a range of individual and group activities. It encourages delegates to focus on the manager as a coach and stresses the importance of continuously developing staff. Whilst no formal role plays are included, paired exercises can be included which provide skills practise in organising and running a coaching session.

**Duration:** Half day overview or comprehensive one day session