

Academy of Training

Coaching For Improved Performance and Results

Overview

A key requirement for success in business is that all staff are well trained not only in the technical aspects of their jobs but also in new and established procedures essential to the smooth running of the organisation and the delivery of quality service.

To achieve this outcome, managers, team leaders or "buddies" must be able to coach effectively so as to keep existing staff up to performance standards, enhance skill levels and help new staff master their roles as quickly as possible.

Objective

The aim of this one-day programme is assist managers, team leaders and others with staff responsibilities in developing all the key skills and techniques for successful coaching.

Content: Content of the programme is as follows:

Coaching - An Overview

Skills and attributes of the effective coach
Four key steps of coaching
Current best coaching practice.

Preparation - Planning

Identifying what is to be achieved
Determining evidence of achievement - performance indicators
Methods to achieve desired outcomes.

The Coaching - Doing

How to get our message across - defining terms exactly
Demonstrating, observing and testing
Getting people to think for themselves.

Testing the Transfer - Monitoring

Checking for understanding
Taking corrective action.

Feedback and Review - Controlling

Applying "one minute manager/leader" principles
Acting on early warning signs
Techniques for giving feedback constructively.

Method: An interactive workshop using examples from the work place of participants.

