

BM-CSFL COACHING SKILLS FOR LEADERS: HELPING OTHERS REACH THEIR FULL POTENTIAL



DURATION	LEVEL	TECHNOLOGY	DELIVERY METHOD	TRAINING CREDITS
1 Day	Business Introduction	Management & Soft Skills	VILT & ILT	NA

INTRODUCTION

Organizations today are recognizing the need to retain managers who are also coaches -- leaders and teachers who can motivate people to do their best, provide encouragement and moral support, and give positive feedback to help others improve. This book will help you build your coaching skills by showing you how to help others learn from their mistakes, how to use feedback to reinforce desirable behaviour's, how to motivate different types of people, and how to caringly confront problem behaviours. Inspire others to learn, grow, and develop, and build a more loyal and committed workforce.

AUDIENCE PROFILE

This course is intended for middle management and senior management, especially those with direct reports, who want to master the art of guiding others to be their best, whilst coaching them through their problem. Effective coaching requires strong communication skills, the focus is on improving your ability to communicate clearly and effectively with your team members.

PREREQUISITES

There are prerequisites for this course.

COURSE OBJECTIVES

Upon completion of this course, you will be able to:

- Develop an understanding of coaching principles and techniques.
- Effective coach others to improve overall team performance.
- Build trust and rapport which is essential for the success of the business.

COURSE CONTENT

Lesson 1: Observing Behaviour as a Prelude to Coaching

- Managing the Walking Around.
- Fostering Mutual Trust and Respect.
- Deeming Observation as Part of the Job.
- Allaying Other Concerns About Observing.
- Who to Look for in Your Observations.

Lesson 2: Giving Effective Feedback

- The Human Need for Affection.
- Following a Training Methodology.
- Understanding Perception Systems.

- Relating Perception System to Learning Styles.
- Coaching Others to Learn from Their Mistakes.
- A Five-step Approach

Lesson 3: Guiding Others to be Their Best

- Setting Goals for What to Teach.
- Following a Training Methodology
- Understanding Perception Problems.
- Relating Perception System to Learning Style.
- Coaching Others to Learn from their Mistakes.
- A Five-step Approach.

Lesson 4: Use Listening Skills as a Coaching Tool

- Improve Listening Skills.
- Identifying Common Listening Responses.
- Being an Active Listener.
- Evaluating Active Listening Responses.
- Three Cs of Good Communication.
- The Role of Empathy in Active Listening.
- Dispelling concerns About Paraphrasing.

Lesson 5: Coaching Others through Their Problems

- Determining When to Get Involved in Problem Solving.
- Facilitating a Solutions with Others Involved.
- Inducing changes in Problem Behaviour.

-
- | | | |
|-------------------------------------|-------------------------------------|--|
| - Formulating Caring Confrontation. | - Dealing with Defensive Responses. | - Investing Time and Energy to Coach Others. |
|-------------------------------------|-------------------------------------|--|

ASSOCIATED CERTIFICATIONS & EXAM

There is no exam associated with this course.