

SSBS021: Coaching Skills for Managers

Introduction:

This workshop focuses on using a coaching management style. Coaching is an effective approach for managers to use. It involves the use of goal setting and feedback; techniques that managers use to assist their staff to improve their performance and deliver improved results. This training is ideal for those who want to re-fresh, refine or advance their people management skills. It is particularly aimed at team leaders and managers who are interested in expanding or improving their management skills by learning how to adopt a coaching style of management.

Duration:

This workshop is run over 1 day.

Workshop approach:

This workshop is peppered with exercises and frameworks that will allow participants to apply the information covered to their specific situation. This training is delivered in an informal manner with the use of audience participation in discussion and practical sessions. These will assist participants to learn and understand the coaching principles, tools and techniques discussed during the course, and to help them start to put these into practice in the safety of the training environment. A variety of training methods are used on this course, including group discussion, trainer presentations, skills practice, and group exercises.

Content:

Understanding coaching:

- Understand what coaching is and what the benefits of using coaching are
- Appreciate how psychology informs us about coaching

Increasing self awareness and understanding others:

- Appreciate personality differences and how best to interact with others
- Techniques you can use to increase your self-awareness and that of your team members

Beginning the coaching process:

- Learn a four step model of coaching
- Tips and techniques for starting the coaching process

Questioning and listening skills - Communications skills in coaching

- Types of questions that will be useful to you in coaching
- Learn how to listen effectively

Developing goals and an agreed action plan:

- Guidelines for setting goals that work best
- Guidelines to follow when creating an agreed action plan for each goal

Providing feedback – an essential management technique:

- What is feedback and how can it help you in motivating employees
- Some guidelines and techniques for providing effective feedback

Planning for your use of coaching when you are back at work:

- Tips for when you can start using a coaching management style at work
- Developing your action plan for coaching within your workplace



Workshop outcomes and benefits:

This workshop will help you to be a more effective coach of your team members. You will learn the coaching techniques of active listening, purposeful questioning and providing feedback, which will help you in assisting your staff to perform better and deliver improved results. Your adoption of a coaching management style in the workplace will help you in guiding your team to produce their best results.

Certification:

On completion of this course, you will obtain a certificate issued by the Institute of Leadership & Management (ILM).

**This workshop is presented by:**

Tina Kinirons is an occupational psychologist who specialises in management and leadership skills. She worked in management, sales and consulting roles for IBM and Microsoft for 21 years, including 5 years on the Microsoft Ireland Leadership team. She draws on her years of business and management experience, together with her occupational psychology practice, to work as a management trainer and coach. She develops and presents training on the soft-skills of management and also works as a management and executive coach. She holds a M.Sc. in Occupational Psychology and is a member of the Psychological Society of Ireland, the Institute of Leadership & Management, and the British Psychological Society.