

"Master-Classes" in Personal Effectiveness**Becoming an Effective Coach**

A One-Day Programme

Programme Objectives

Coaching is recognised as one of the most effective ways to improve the performance of individuals and teams and yet many managers have never been given the opportunity to learn this key skill.

This programme equips delegates with an in-depth understanding of the art of coaching and allows them to return to the workplace with a significant improvement in the ability to develop others.

The specific objectives are to:

- Appreciate the value of coaching as a pivotal element in the development of others.
- Recognise situations where coaching would be an effective means of raising standards.
- Utilise coaching as a means of encouraging motivational objectives.
- Understand the personal attributes and attitudes that need to be developed in order to become an excellent coach.
- Develop a meaningful coaching session using advanced communication skills.
- Follow a structured session using a proven apt process.

Who is the programme for?

Personnel at managerial or supervisory level who are responsible for developing people. It is also relevant for people with technical skills or specific experience that will be of value in the development of others.

Contents

- . Definition of Coaching
 - . What is coaching?
 - . How does it differ from other development methods
 - . What is required of an effective coach
- . Before a Coaching Session
 - . Self analysis – getting your attitude right
 - . Exploring the appropriate communication methods
 - . Setting your objectives
 - . Understanding the expectations of others
- . Conducting the Session
 - . Checking the environment
 - . Meeting and greeting – rapport
 - . Establishing the "learner's agenda"
 - . Follow the apt TOAST™ model for success
- . Giving Spirited Coaching
 - . Asking prepared questions and gaining clarification of the answers
 - . Recognising hesitancy and doubt
 - . Increasing self esteem and confidence
- . Enhancing the Coaching
 - . Tracking the results
 - . Overcoming obstacles
 - . Building on success

