



THE MANAGER AS COACH

Objective

One of the key attributes of any good leader is the ability to motivate their people to achieve desired targets and to deliver superior results. This can be achieved by better team work, stronger colleague relationships, motivated employees and a high efficiency. These are the benefits that managers can get from using coaching skills in the work place. Every manager has the qualities to become a coach. They just need to know themselves, know how to listen to and are prepared to act again and again as “psychological detective”, investigating their own reactions to what the trainee is dealing with. The coaching process is an intervention delivered by the manager in such way that the trainee experiences a sustainable change in their behaviour, producing a positive impact on their performance

By the end of the training, participants will be able to:

- Build a coaching relationship with a broad range of people
- Ask incisive and thought-provoking questions
- Communicate effectively, from different perspectives and with different thinking styles
- Give direct feedback and create the motivation for change
- Use linguistic “reframes” that change behaviour
- Identify their own and others’ talent

Summary of content

- **Self Awareness**
 - What are your strengths and weaknesses?
 - How to use your own experience in coaching?
- **Communication**
 - What is coaching really?
 - Why is coaching important?
 - How does coaching work?
 - An overview of human thinking
 - How to build rapport?
 - Language and coaching
 - How to remove resistance and gain agreement?
- **Relationship model**
 - Different Attitudes
 - How to challenge and modify attitudes?
 - Hierarchy of ideas
 - Circle of excellence
 - Grow model

Structure

This training consists of: 1) a personal induction, to target specific individual objectives, 2) a two-day workshop, 3) personal coaching by the trainer/coach. 4) action learning workshop. During the program, we use different didactic forms. Theory is altered with individual and group activities. Participants practice coaching conversations.

Recommended participants

Suitable for all people managers that want to improve their coaching skills.

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