



TidalShift
Lift Your Organization

Coaching Skills for Leaders: Developing a Coaching Culture

Length: 2 days | Credits: 14 PDUs | Talent Triangle - Leadership

Overview

This two day workshop has been designed to help participants to develop a coaching style of management/leadership. The workshop will provide them with the skills and knowledge they need to establish a coaching culture that enables everyone within their team, and across the organization, to perform to their full potential.

It is practical, “hand on”, session designed to give participants the skills and confidence to use coaching to increase acceptance to change, productivity, morale, performance and engagement.

Learning Outcomes

On completion of day one the participants will be able to:

- Understand the Coaching definitions and philosophies
- Understand how coaching helps improve emotional intelligence and personal effectiveness
- Use well established coaching models (GROW and OSCAR) to improve performance
- Explain the benefits of the Coaching Style of Management
- Use Coaching to help team members find their own solutions, develop their own skills, change their own behaviours and change their own attitudes
- Establish clear Performance Outcomes for themselves, their team and individuals in their team
- Use the Performance Wheel to enhance individual and team performance
- Select the appropriate coaching approach to meet the needs of the individual, the team and the organization

On completion of day two the participants will be able to:

- Confidently apply Coaching techniques in the workplace
- Understand the role of transactional analysis
- Use coaching to increase emotional intelligence and personal effectiveness
- Use coaching to deliver “Performance Management” targets
- Confidently give and receive Feedback
- Deal more pro-actively in their management of underperformance

- Use coaching to support and develop their team and individual team members
- Use a coaching approach to help others move through change
- Identify the steps to establish a coaching culture within their own team, department and organization

Audience

This course is intended for managers, project managers, team leaders, change managers, change agents, anyone in a leadership role.

Prerequisites

None

Content Outline

Day 1

Coaching Overview

- Coaching and mentoring definitions and philosophies
- Benefits of adopting a coaching approach
- Understanding belief cycles
- Breaking negative belief cycles
- Circle of Control, Influence and Concern
- Increasing personal effectiveness and emotional intelligence

Coaching Skills, Models and Techniques

- Skills needed to be an effective coach
- The GROW Model
- The OSCAR Coaching Model
- Effective Coaching questions
- Pleasure and Pain Theory of Motivation
- Coaching demonstration and debrief

Co-supervised Coaching Practice and Debrief

- Coaching, being coached, observing and giving feedback
- Peer feedback and self-reflection

Coaching for Performance

- Different coaching approaches
- Using the Performance Wheel to raise awareness and maximize performance
- Real issues/discussions/Putting it into practice

Day 2

Building effective coaching relationships

- Effective coaching questions to raise awareness and responsibility
- Enhancing listening skills
- Giving and receiving feedback
- The role of Transactional Analysis
- Increasing emotional intelligence and personal effectiveness

Using a coaching style of management

- The difference between coaching an aware and unaware coachee (video and discussion)
- Understanding how coaching fits with other management styles
- Using coaching to manage, improve and maximise performance

Co-supervised Coaching Practice and Debrief

- Coaching, being coached, observing and giving feedback
- Peer feedback and self-reflection

Changing to a coaching and continuous improvement culture

- Using coaching to help people move through change
- Using coaching to enable continuous improvement
- Establishing a coaching and continuous improvement culture
- Challenges for the manager/HR practitioner
- Next steps and action planning