

## COACHING

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Managers are reliant upon other people to get results. One of the key responsibilities of a manager is to develop staff. Coaching is the most common method of doing this on the job. Helping people to understand how they can improve their performance is more than showing them a better way to do things. Coaching also encompasses reinforcing the effective behaviors staff members display and guiding them in coming up with alternative methods and solutions.

### Learning Objectives:

- Recognize when coaching is needed
- Understand the different types of coaching interventions you can use
- Practice giving constructive, objective feedback

### Who Should Attend:

Individuals involved in the training and development of their own staff or team members

### How Will Participants Benefit:

- Motivate others to perform effectively
- Inspire staff to seek their own solutions and become more independent and effective
- Gain satisfaction from developing staff
- Create a conducive learning atmosphere and engender accountability
- Attract star performers to your team

### Delivery Method:

Lecture, exercises, role-play and group discussion

**Duration:** Four hours