

Coaching Skills for Managers

Managing people isn't about having the right answers all of the time, nor is it about pushing people to behave in a certain way. Effective managers understand the value of coaching as a way of motivating and empowering the people around them.

Done properly, coaching is about pulling someone towards a desired outcome rather than pushing them, remembering that people are more likely to support solutions they've helped to develop, rather than solutions they've had imposed on them.

Description

If you regularly need to coach colleagues, especially around personal development and performance improvement, this topic will help you to understand the main principles of coaching. You'll be introduced to a framework for effective coaching and to techniques for active listening, questioning and summarising.

You will also be encouraged to differentiate between when it's appropriate to coach 'on the go' and when this should take place behind closed doors. This will also help adapt your coaching style to both formal and informal situations, improving the likelihood of securing consensus and buy-in after a coaching discussion.

What does it involve?

This topic starts with a brief online tutorial and two pieces of preparatory reading, ahead of a 3.5 hour workshop. During the workshop, various coaching scenarios (outlined in the preparatory reading) will be played out, allowing you to practise the techniques you've been taught.

What's the outcome?

Completing this topic will allow you to conduct meaningful and effective coaching conversations in a variety of situations. You'll be able to spot appropriate opportunities for coaching and respond confidently to common coaching challenges.

You'll also know how to create a safe, supportive and blame-free environment within which longer coaching conversations can be held. Crucially, you'll be able to use your coaching skills to explore a situation with a team member, identify a solution and secure their buy-in.

Learning activities



Online
resources

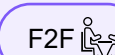


Online
tutorial



Workshop

Delivery method:



F2F



VLE

Estimated learning time:

4 hours

How to book

bookings.governmentcampus.co.uk

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