

Introduction

Anyone new to the role of Supervisor, Team Leader or Manager suddenly needs a new set of skills. Sometimes this is forgotten by the organisation and the top sales person (newly appointed Sales Manager) is expected to move into the new role without any further training or guidance. Being in charge of a group of 3 - 300 people comes with its own challenges, each of them different. In order to make this transition easier, basic coaching skills are required. Understanding how to get the most from each interaction with your team members is essential for increasing bottom line, morale and teamwork.

Aims

Basic Coaching Skills is designed to explore five areas; what is coaching, why do we coach, how do we coach, when should we coach, and finally whom should we coach? This course is designed to enable Supervisors, Team Leaders and Managers to practice new skills or even refresh existing skills. The day is completed with role-plays to practise using the coaching structure, effective questioning, active listening, goal setting and action planning.

Benefits - to the individual

Individuals will leave the programme able to:

- Confidently run coaching session
- Identify a coaching situation
- Understand different communication styles
- Identify when and with whom to coach
- Effectively use the **GROW Model** in coaching exchanges
- Encourage team members to think for themselves

Benefits – to the organisation

The organisation will directly benefit from managers who feel confident dealing with staff and team members and understand the importance of:

- Developing responsibility in others.
- Ensuring each team member has a set of clearly defined goals in and out of the business.
- Using a variety of communication styles with different team members to maximise motivation and performance.

Which will lead to:

- Improved team motivation
- SMART action plans
- Focused application towards targets

Who Should Attend

This programme will benefit the newly appointed Team Leader, Supervisor or Manager. It is also useful for experienced managers for refreshing old skills and anyone wishing to revisit the basics before moving onto the advanced programme.