

Coaching Skills for the IT Professionals

Course Summary

Description

Effective coaching builds skill and confidence in the individual being coached, and is an essential skill in today's workplace. A flexible and motivated workforce is built through effective coaching. Knowing how and when to coach others is the focus of this course.

This course covers the essential skills and techniques to effectively coach a willing, or less willing, individual.

Key learning components of this course include:

- Principles of effective coaching – what is effective coaching and how to set up the coaching relationship for maximum effectiveness.
- The Rules Of Coaching – essential rules a coach must follow when coaching others.
- Coaching and Feedback – know how and when to give feedback that motivates and builds confidence – knowing that actions, words, and behaviors that will motivate one person will demotivate another.
- Establishing behavioral performance goals – to measure progress and motivate.
- Coaching in a hostile environment – how to coach when coaching may not be welcome.

Objectives

By the end of this course, students will be able to:

- Understand the benefits of coaching and being an effective coach,
- Understand how to give effective feedback,
- Know when to coach and when not to coach,
- Understand how to set behaviorally anchored coaching goals,
- Understand how to coach for performance,
- Know the relationship between coaching and motivation and how to maintain motivation in the individual they are coaching.

Audience

This course is designed for anyone who wants to be an effective coach to others and maximize personal effectiveness.

Prerequisites

There are no prerequisites for this course.

Duration

One day