

## **Coaching ... The Secret Behind Team Effectiveness**

### **Course Summary**

#### **Description**

This workshop is very interactive and dynamic. Games, role-playing and case studies are built in to develop the participant's skills quickly. The handbook is user friendly and it is a great tool for personal review.

#### **Objectives**

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

- Understand the Coach's roles and responsibilities
- Learn how to provide effective feedback
- Develop better interactive skills
- Understand the Coaching Model

#### **Topics**

- Coaching in a work environment
- Characteristics of successful coaches
- Coach's roles and responsibilities
- Effective coaching communication
  - Active listening
  - The art of questioning
  - Providing feedback
- Setting SMART goals
- The Coaching Model
- Impact on employees
  - Motivational factors
  - Recognizing behaviours
  - Adjusting leadership style
  - Developing trust and respect
- Pitfalls to avoid
- 10 tips to remember
- Action plan

#### **Prerequisites**

There are no prerequisites for this course.

#### **Audience**

This course is designed for managers, team leaders, project managers, and supervisors.

#### **Duration**

Two days

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