

COACHING FOR SUPERIOR PERFORMANCE

COURSE OUTLINE

**DURATION:
3 DAYS**

AIMS AND OBJECTIVES:

- To focus on the methods by which managers develop the performance of individuals in their team
- To review the different types of coaching and how managers can apply them to improve their own performance
- How coaching helps improve leadership development and the retention of key people

SUITABLE FOR:

- Directors, heads of department, managers and supervisors at all levels who are responsible for the performance of others
- Training, learning and development staff and managers
- All those who need to work with and through others
- HR professionals seeking to develop these skills within their organisation

WORKSHOP CONTENT:

- Where coaching fits with other management functions
- Obtaining staff buy-in
- Benefits to the organisation and the individuals involved
- Who needs coaching and who/what makes a good coach?
- Communication skills, questioning and active listening
- Responsibilities, skills and overcoming problems
- Defining and developing the relationship
- Applications for coaching
- Qualities of an effective coach
- Listening, questioning and giving feedback
- How to deliver a difficult message positively
- Measuring results using a coaching process
- Coaching in the context of other performance development techniques
- Different coaching models and how to apply them
- Putting coaching into practice
- Action planning

**CAN BE
DELIVERED IN
HOUSE OR AS
AN ILM
APPROVED
DEVELOPMENT
PROGRAMME**

Tel: 00 971 (4) 3599020

Email: info@oakwooddubai.ae

Web: www.oakwooddubai.ae

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