

Coaching Skills for Leaders and Managers

Duration: 5 Half Days

Course Description:

In times of crisis, the role of leaders and managers is critical in ensuring not just the continuity of the business but also the engagement and performance of their employees. Leadership today must evolve from one traditionally used to giving guidance and directions to one that develops and guides employees to excel by involving and empowering them. This type of leadership focuses on developing relational skills: understanding each team member's goals and aligning them with corporate directions, recognizing individual competencies, inspiring efforts through continuous feedback, and helping to address specific development needs. Coaching is a practical skill that is developed both by the coach and the learner. As with all practical skills, the experience of coaching or being coached plays a significant role in acquiring the skill.

Coaching aims to achieve the following:

- awareness and in turn raise their performance.
- help the individual to arrive at their own solution to a problem or challenge.
- empower the individual to act towards change.

Course Objectives:

At the end of the program, participants should be able to:

- Increase their knowledge of what coaching is, when to use it and how to do it

- Practice coaching skills such as active listening, powerful questioning, giving and receiving feedback and developing trust and empathy.
- Know how to structure a coaching session or coaching conversation.

Target Audience:

The program is recommended for all people managers and leaders, regardless of level or experience, who are committed to improving their leadership skills.

Course Outlines:

Day 1:

- Role of the Leader
- Engagement
- Coaching: What it is
- Coaching Mindsets

Day 2:

- Emotional Intelligence

Day 3:

Coaching Skills:

- Listening
- Asking Powerful Questions
- Providing Feedback

Day 4:

- The Grow Model
- The Coaching Relationship

Day 5:

- Building a Coaching Culture
- Fishbowl Practice Exercises

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