

The Leader as Coach

**½ day
Course**

Business Scenario

In modern management and leadership today, there is much evidence that employee productivity, morale and motivation can be enhanced through positive engagement and coaching from leaders. Often employees are all too aware of their own development needs and ways to improve overall productivity in their department; but fail to take ownership of this with the attitude that 'I'm not paid to think, I'm paid to do'. The Leader as Coach can create positive engagement and individual empowerment using some simple coaching techniques.

Who will Benefit?

This session is designed for those that are new, or relatively new to leadership along with those in management positions who have perhaps not had the opportunity to develop their leadership skills previously.

Course Objectives

By the end of the course you will be able to:

- Define how positive employee engagement and coaching can benefit Westminster City Council and other organisations
- Explain some simple coaching techniques that can be used to empower employees and colleagues
- Work with others to develop their self-confidence and improve their competence
- Identify how coaching can assist with organisational change.

Course Content

Why coach?

- What is coaching?
- Coaching vs. Mentoring

What is coaching as a leader?

- The nature of change
- Identifying the knowledge, skills and attitude required
- Coaching vs. Directing

Communication / feedback techniques

- Effective questioning techniques
- From push to pull
- Active listening
- Using the GROW method
- Positive Challenging

Course Features

Through one-to-one discussion, exercises, discussion and coaching you are given the opportunity to recognise and understand how coaching can improve performance dramatically for organisations. Action planning for future success and integrating the principles covered into practical application.