

## Coaching Skills for Managers (including APSP™)

**2 day  
Course**

### ‘Change Behaviour and the Results will Change Themselves’

**Business Scenario** To adopt the principles of coaching in your management style to help your staff realise their full potential. Coaching involves creating strong but flexible learning, providing your people with the guidance and support they need to develop skills and improve performance.

**Who will Benefit?** Managers wanting to improve the performance and productivity of their people and develop coaching skills.

**Course Objectives** By the end of the course you will be able to:

- Set measurable work-related and personal goals
- Identify obstacles to good performance and strategies for overcoming them
- Encourage and motivate individuals and teams
- List the steps in the coaching process
- Ask questions to initiate and evaluate learning
- Develop self-coaching techniques

#### Course Content

##### What is coaching?

- The nature of change
- Establishing purpose in coaching
- Identifying the knowledge, skills and attitudes required

##### Communication Skills

- Effective questioning techniques
- Moving from push to pull
- Practising listening skills
- Challenging appropriately

##### Goals, Targets and Objectives

- Setting goals
- Using a SMART, PURE, PACE approach
- Finding the motivation
- Overcoming barriers to motivation

##### Maintaining Momentum in Coaching

- Reviewing progress
- Giving feedback
- Giving praise

#### Course Features

Through exercises, discussion, questionnaires and practise sessions, participants will explore proven coaching techniques. Participants continue to develop their coaching skills through our own coaching programme, Action Plan Support Programme (APSP™). This also provides invaluable insight to the coaching process and how to make it work more effectively for your staff.