

Coaching for Success

This two-day workshop will explore a variety of coaching tools, techniques, personal development and best practice that will take delegates on a journey of discovery through self and others. It will analyse the numerous factors impacting on individual and team performance and how best to encourage exceptional performance and service levels.

This inspirational programme will include numerous practical exercises to encourage and build confidence and skills for effective coaching. Attendees will learn powerful techniques for giving corrective feedback and handling challenging responses during coaching.

High-level learning

- Understand your role as leader and coach
- Develop coaching skills appropriate for a wide range of learner types and performance levels
- Develop skills to reinforce behaviour and motivation of peak performers and powerful people
- Develop a team environment that fosters synergy – *internal and external*
- Learn to listen with an empathetic ear and encourage open, two-way communication
- Improved awareness of your own skills and behaviour and how they influence your coaching abilities

Attendees will learn

- 7 keys steps to an Emotionally Intelligent coach
- How to use coaching as an employee retention tool
- Looking at Personal Power as a route to Personal Development
- The root causes of performance problems
- How and why people respond to coaching
- When to use coaching and when something more is required
- How to tailor your coaching to different types of people
- Effective techniques for dealing with negative responses
- Influencing techniques and ways to uphold standards of performance
- Directive and conscience questioning techniques
- Managing and maintaining the 80/20 rule
- Living in a world of positive feedback
- The different levels of conversation and how to use them
- How emotions and feeling can lead to biased decisions and opinions

Learning Methods

The course will be underpinned by differing communications styles, an introduction to the power of NLP and emotional intelligence.