

Leadership

Coaching Your Team to Success

Course Code: LD204

This workshop teaches the fundamentals in coaching in order to achieve improved employee performance. Managers who are coaches benefit from the coaching models learned in this program. We focus on how to retain, engage and motivate employees to do quality work. This workshop introduces the GROW model (Goals, Reality, Options and Way Forward), a proven approach. Content also uses principles from the Co-Active Coaching model and Cranes' Results Cycle.

Learning Objectives

- Define and contrast coaching, mentoring and managing
- Recognize appropriate and inappropriate uses of coaching
- Develop a coaching mind set
- Define roles and responsibilities
- Setting realistic expectations
- Identify best practices for managers who are coaches
- Contrast links between thoughts, beliefs, behaviors, relationships and results
- Identify qualities of a manager in a coaching relationship
- Define and adopt a non-judgmental mind set
- Explain the GROW model
- Devise accountability strategies

Topics & Content

- Manager as coach
- Listening at three levels
- Goals, Reality, Options and Way Forward
- Employee accountability
- Question-storming
- Asking coaching questions
- Creating rapport
- Upholding confidentiality
- Cranes' Results Cycle
- Co-Active Coaches Institute approach
- Apply GROW model to generic performance case study

Course Information

Duration

1 day

Audience

This course is ideal for leaders in organizations at all levels.

Managers

Team Leaders

Supervisors

Emerging leaders

Accreditations

PMI: 7 PDUs

NASBA: 8 CPEs

Nursing: 7 CEUs

OPM: 7 CLPs

OPM Competency:

Human Capital Management

“Assists in managing conflicts and building team morale and confidence. It was fun and very informative. I recommend it.”

