

# MANAGEMENT COACHING

## WHO SHOULD ATTEND?

This program is ideal for your management team. They may be enthusiastic coaches already or your organisation may expect your management team to become more disciplined at coaching.



Consider your role for a second — what are you? A leader, a colleague, a coach, a trainer, a mentor, a manager? We use these words daily and often the different titles get muddled up.

To coach someone and see them grow as an employee is often regarded as one of the most rewarding things that a business leader can experience. After all, it's through your employees you achieve your goals. However, at a glance, coaching requires a lot of effort and time in a time poor world. How can you be an effective coach and get all your other tasks completed too?

This is an opportunity to learn from a coach that has trained and coached over 400 professionals from large Australian companies including Caltex, Qantas, Shell, Optus, Lend Lease, ANZ, City of Sydney, Office of the Director of Public Prosecutions, Aon Services, Dept Finance. You will learn the shortcuts to being an excellent coach and reach new pinnacles of coaching.

## ACTION PLAN

- Make the target audience's experience more interesting and lively
- Understand the coaching process
- Set clear expectations
- Communicate clearly
- Build in experiential learning activities
- Transfer knowledge seamlessly
- Build trust into the relationship
- Identify and correctly label any required behavioural changes
- Set tangible targets and behavioural targets
- Understand the importance of walking the talk



## MODULE 1

### Coaching as a leadership tool

- Defining coaching as a leadership tool
- Coaching in the world of sports
- Differences between Directing, Coaching, Supporting and Delegating
- Developing your staff

**Preferred Training Networks**

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## MODULE 2

### How and what to communicate

- Ice breakers and getting to the crux quickly
- How do I know what my staff member needs?
- Show and tell — leading by example
- Building rapport and finding the right space for coaching
- Giving feedback
- Coaching on the run — when time is scarce
- Practical case studies

## MODULE 3

### Measuring your impact

- Metrics to decide if the coaching adds value
- Benchmarking to see if you are in the right direction
- The 4 tell tales signs that coaching isn't working

## MODULE 4

### Reflections and learning

- It's not just support and feedback
- Equal PUSH & PULL
- Show and tell
- Help the coachee to stretch
- Coaching to develop further skills — the learning contract



## WOULD YOU LIKE TO ATTEND THIS PROGRAM?

For maximum effectiveness, this program is best conducted as an in-house program.

### Guidelines

- **Group Size:** An ideal group size is 4–9 participants.
- **Venue:** For your convenience, you can choose to conduct this program at your business premises. Alternatively, we can provide a training venue at a small additional cost.
- **Duration:** This program can be conducted as a one day or half-day course.

- **Cost:** Upon request.
- **Target Audience:** Employees, Supervisors, Team Leaders, Senior Managers or CEO's.

### Look at what you receive within 24 hours at no cost:

- a program outline
- a bio of a proposed facilitator
- program cost
- possible dates (if requested)