

Course Introduction

A manager is one who is in charge of the training and performance of an athlete or a team, one who handles, controls, or directs, especially one who directs a business or other enterprise. Modern managers need to know how to develop their people – how to coach, train, instruct and encourage them to learn for themselves. But many managers don't know where or how to begin.

This workshop covers everything from preparing and conducting a coaching or training session, to how to evaluate the success of a learning event.

The major management core subjects with different tried and tested activities. This workshop will give new managers practice in the core skills and at the same time remind senior and experienced managers that the 'essentials' are vital to performance and do need to be practiced.

Learning Outcome

- To be able to create a learning climate.
- To evaluate learning events.
- To learn how to give and receive feedback.

Who Should Attend

This workshop is essential for all Team Leaders, Supervisors, Executives, Managers, and other responsible staff.

Course Outlines

Topic 1. Making a start

To put participants at their ease and enable them to contribute fully and gain optimum learning from any development event. This session helps to establish an atmosphere of trust and rapport. At the beginning of an event it establishes a set of ground rules which will help participants to overcome some blocks to their learning.

Topic 2. An introduction to coaching

To give participants an overview of what is involved in coaching. It helps to place coaching into context with the role of management and other helping interventions such as instructing, mentoring and counselling. To give participants an opportunity to rate their current level of activity as coaches.

Topic 3. So why don't managers coach?

To identify the main benefits to be gained from effective coaching by the organisation, manager and the individual job holder. This activity will enable participants to handle any objections put forward by managers and job holders for not becoming actively involved in coaching.

Topic 4. What's involved in coaching?

To give participants an overview of the coaching process which will enable them to fit each individual section into the overall picture.

Topic 5. Identifying the need

To enable participants to identify where individual development fits in to wider organisational needs. To give them an opportunity to develop a coaching and development plan for their sections at work.

Topic 6. Recognize the opportunity

To enable participants to identify which incidents from their day-to-day work present opportunities to coach their staff. To review several factors that need to be considered before making a choice on the right people to develop.

Topic 7. Brief the job holder pt. 1: Follow a structure

Follow a structure To introduce participants to a structured model they can use to run an effective coaching discussion. To give them an opportunity to evaluate and develop their expertise in using the model.

Topic 8. Brief the job holder pt. 2: Discussion skills

Discussion skills To give participants the opportunity to identify and develop the skills and approaches needed to carry out effective coaching discussions.

Topic 9. Agree the desired outcome

To introduce participants to the necessary skills for setting objectives in the coaching and development process. To give them an opportunity to practice these skills in a work situation.

Topic 10. Choosing the right learning opportunity

To help participants in their choice of the appropriate learning event for their staff. To help them to choose a programme that takes into consideration how the style of the job holder will have an impact of the success of the outcome.

Topic 11. Preparing your material

To help participants to identify and conduct the full range of preparation required to design an effective training session.

Topic 12. Delivering a training session

To prepare participants to deliver a training session by reviewing the characteristics of an effective presenter. To give them an opportunity to practice and develop the skills of an effective training delivery.

Topic 13. On-the-Job training

To introduce the participants to the preparation required and the stages involved in conducting an effective on-the-job training session. To give them the opportunity to identify their skills and development needs when putting the approach into action.

Topic 14. Using questions as a development tool

To introduce participants to the skills and techniques involved in asking and handling questions from a trainee group. To give them an opportunity to practice and develop these skills and techniques.

Topic 15. Facilitating a discussion

To raise awareness of the effectiveness of running a discussion as a way of solving problems and confronting and changing attitudes. To help participants to identify and develop the skills involved.

Topic 16. Giving and receiving feedback

To introduce participants to the skills required to give and receive constructive feedback.