

## Overview

As so much of a manager's role is to get results through others, mastering the art of conversational coaching is a crucial skill to develop and can be the key differentiating factor between a good and an excellent manager. It can have a direct impact on to the success of an individual's development, leading to improvements in performance and morale and positively impact onto organisational results.

## Who is it for?

Managers who wish to improve their coaching ability as part of their managerial toolkit. Ideal for conversational coaching, on the job feedback and performance management.

## Course content to include...

- Definition of coaching
- Formal vs. informal coaching approaches
- Coaching vs. mentoring
- Coaching framework
- Learning styles
- Effective questioning
- The GROW model
- Live coaching session
- Reinforcing feedback
- Developmental feedback using the RISE model

## By the end of the course learners will be able to...

- Understand & apply the coaching process
- Conduct a conversational coaching session
- Provide reinforcing & development feedback

"I now have a clear framework to get the most from the individual's in my team"

