



HOSCA

management consultants



## COACHING SKILLS

**AUDIENCE:** Trainers, Supervisors and Mangers

**DURATION:** 2 Days

**SUMMARY:** This is an interactive workshop that uses coaching models to enhance people's performance. It relies heavily on methods employed in sports.

### **PROGRAMME OBJECTIVES:**

- Identify why one-to-one coaching is a highly effective and powerful process of communication
- Detail the key components of effective coaching and work through the coaching process
- Develop a range of skills that will enable participants to maximise the benefits of the coaching process for themselves and the organisation

### **AGENDA:**

- Introductions, objectives and agenda
- The key components of effective coaching
  - Awareness
  - Trust
  - Goal setting
- Steps in the coaching process
- Listening styles and responding
- Giving and receiving feedback
- Key verbal skills
- Role play exercise
- Summary and close

**METHODS:** The workshop combines orthodox inputs with more unorthodox simulations usually associated with sports. It is a very participative process of training.