

## Coaching Skills Overview

### Overview:

It's tough being a manager: there appear to be two demands that seem to be totally at odds.

- *Set high standards, be in control*: we live in challenging times and you're accountable for the performance of your staff. Challenge hard if you see they are underperforming.

But at the same time,

- *Be nice, give away your power*: you don't get good performance out of people by being tough, and in any case staff today won't tolerate being told what to do. It's your job to encourage them (Jenny Rogers, *Manager as Coach*, 2012)

Adopting a coaching style can be a major part of the solution to this challenge. This interactive course provides opportunities to observe coaching, practise new skills and reflect on own practice.

By the end of this session participants will

- Have an understanding of the benefits of coaching to the individual and the organisation
- Have an understanding of the differences between mentoring, coaching and directing
- Have a set of 'tools' that they can use to introduce a coaching style in the leadership of their teams
- Have experienced feedback on their approach


### Content:

Delegates will develop core coaching skills in listening and questioning to help get the best out of their teams. We explain through discussion, role-play and case study how to coach staff to improve team development and performance.

This course will show delegates tried and tested methods to develop their coaching style and introduce them to tools and models that they can apply in the workplace.

### Who should attend this session:

This course will benefit anyone who needs to develop the principles and practices of adopting a coaching management style; including senior/junior managers, senior nurses and doctors with management responsibility, supervisors, and all staff in leadership positions.

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