

Coaching & Feedback Skills for Managers



Category: *Management & Leadership*

Great leaders harness individual strengths and aptitude to motivate and inspire staff to peak performance. Utilising the correct mindset to motivate others involves the practical application of coaching and feedback which will be explored in depth throughout this course.

Duration

1 day

Course Objective

This course has been developed for those in management to provide insight or further develop their coaching and feedback skills within the workplace.

Who Should Attend / Target Audience

Supervisors, Managers or Team Leaders who want to empower and develop their staff more effectively through coaching and mentoring.

Learning Outcomes

- Understand the benefits of coaching both for the Manager and employee
- Undertake coaching sessions with confidence using the GROW model
- Learn the cycles of motivation
- Understanding the varying types of feedback
- Plan and conduct a constructive feedback session
- Effectively deal with employees who have regressed

Course Content

Why coach? - *Understanding the benefits of coaching.*

Asking versus telling - *Distinguishing the differences between the two and utilising effective communication skills for a successful outcome.*

Grow model of coaching - *Examine an effective tool in coaching and how to make it work in the business.*

Skill/will matrix - *The importance of matching style and interaction with will and readiness to do the task at hand.*

Motivation - *Comprehending the negative and positive cycles of motivation.*

Giving feedback - *Discussing the process of relaying the effects of behaviour for the individuals benefit and learning.*

Conducting a feedback session - *Developing tools on conducting a successful feedback session.*

Dealing with employees who have regressed - *Solving performance issues with effective questioning techniques.*

Related Courses

- Supervision & Management
- Managing the Generational Diversity
- People & Performance

Next Level Course

From Manager to Leader

Availability

In House Closed Group Public

Version: 4/1/09

MELBOURNE
SYDNEY
BRISBANE
TOWNSVILLE
CAIRNS

Phone 1300 793 951
Fax 1300 793 952

Web www.odysseytraining.com.au
Email info@odysseytraining.com.au