

# COACHING IN THE WORKPLACE



## LEARNING OUTCOMES

- Adapt your coaching style to suit individuals and their developmental needs.
- Use the GROW model to effectively coach your direct reports and give your coaching session shape.
- Develop strategies to encourage and support accountability.
- Use praise and constructive feedback to increase motivation and have a positive impact.
- Implement simple techniques to earn and maintain a trusting relationship.

## COURSE OVERVIEW

Having the ability to coach others effectively is an essential skill of any supervisor or manager. A great coaching session is an open form of communication that requires equal responsibility from both parties. This course will provide you with the practical tools to create and implement a successful coaching relationship, with the final stages of the course allowing you to create and practice a sample coaching session.

## THIS COURSE IS IDEAL FOR

Anyone who manages personnel or who contributes to an individual's capability development in the workplace. We recommend incorporating this management training with our other courses as part of a development program.

## TOPICS COVERED IN THIS COURSE

### Understanding coaching

Identifying the need for coaching as a leadership style in the workplace to develop individual and team capability.

### Characteristics of great coaching

Define and apply the five definite characteristics that distinguish superior coaching from other such conversations.

### Core communication skills for coaching

Identify and apply the core communication skills to clarify understanding and maintain motivation.

### The GROW model

Decide what to do and commit to action using this simple yet powerful framework for structuring a coaching session.

### Follow-up and building accountability around deadlines

Checking your coaching performance and hold follow-up conversations to build accountability around the outcomes or goals that have been agreed upon and committed to.

### The power of praise

Increase self-confidence and motivate someone to challenge themselves by highlighting their efforts.

### The added power of constructive feedback

Use a six step method to ensure your feedback has constructive value and doesn't come across as critique or criticism.

### Strategies for building trust

Practical techniques to develop trust and allow both parties to feel safe and comfortable with one another.

Practical, relevant training  
developed for the Australian  
workplace.

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