



Manager as Coach

Today's leaders lack the time and capacity to control employees. In the present business environment they have to empower, delegate, and create a culture of responsibility and self-generated actions. Through relationships, effective communication, and planning, managers can modify or create an organizational culture that is more adaptable and accountable.

Manager as Coach provides an opportunity for leaders to learn and practice coaching strategies to motivate all employees to reach and exceed their goals. Skills and techniques are presented, discussed, and practiced throughout the program. This course is based on a six-step coaching continuum that provides the foundation for long-term management success.

Program Objectives

By the end of this program participants will be able to:

- Develop a coaching mindset
- Operate using an appropriate coaching style with staff
- Conduct quick hit and planned coaching discussions
- Apply a six-step coaching model focusing on the elements of high performance
- Provide balanced feedback systematically
- Determine when coaching is an appropriate solution to a performance challenge

Program Outline

Module 1: The Coach

- Why coaching is important today
- What is a Coach?
- The Coaching Mindset



Manager as Coach

Program Outline (cont'd)

Module 2: Coaching within the Organizational Context

- Listening, questioning, and feedback
- WIN and WIT – models for feedback

Module 3: The Coaching Continuum

- The six step coaching continuum
- Dealing with resistance

Module 4: Putting the Coaching Continuum to Work

- Using key coaching tools: coaching checklist, discussion preparation form
- Conducting quick hit and planned coaching discussions
- Coaching within the organizational context

Course Length: 2 Days
Class Size: 10-15 Participants

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