



Individual Performance Management: On-the-job Coaching

DURATION

One Day facilitated workshop. A stand-alone module or part of Managing Individual Performance: A Managers Workshop.

OUTCOMES

Managers/Team Leaders, once this course is completed, will be able to:

- Describe the differences between counselling, coaching, mentoring and training.
- Discuss how coaching will help you to be a better Manager.
- Explain the appropriate use of counselling, coaching, mentoring and training as management tools.
- List the qualities of a coach in relation to their role as a Manager.
- Use the coaching process and tools to guide their team members to improved performance.

OUTLINE

This one-day facilitated workshop is designed to skill Managers and team leaders to conduct on-the-job coaching to improve individual performance. Using theory and skills practices, the workshop covers the following:

Define and Understand the Terminology

- Training
- Mentoring
- Coaching
- Counselling

The Coaching Manager

- Role & responsibilities
- Qualities

Coaching as a Management Tool

The First Coaching Session

- Identify the Challenge
- Understand the Consequences
- Agree the Goal
 - Set SMART Objectives
- Agree the Action Plan with timelines

The Follow-up Coaching Session and Next Steps