

# Introduction to Coaching Skills



A 2-day programme

## Who for:

Managers, team leaders and other individuals whose work includes responsibility for the performance and development of others.

## In this programme, you will learn and practise:

- The role and responsibilities of a coach
- How to develop a coaching contract with the learner
- How to use coaching in giving and eliciting feedback on performance (both positive and critical/constructive)
- How to use coaching for goal setting
- A range of simple yet effective coaching tools/structures, using both directive and non-directive approaches
- How to handle difficult situations and challenging learners

