

## Equipping Managers with Coaching Skills (Creating a Coaching Culture)

DURATION: 2 DAYS

TIME SCHEDULE

Time: 9:00am to 5:00pm

Lunch Break: 1:00pm to 2:00pm



### INTRODUCTION

One of the key qualities of highly successful leaders is the ability to mentor and coach effectively. In this session, leaders learn how to coach and mentor using various tools and techniques. They learn the EDGE Model, which assures that any coaching or mentoring session is effective and productive.

This workshop is designed to be highly interactive with a mix of theory and practical sessions (group problem-solving/planning, experiential practice with role-playing of varying difficulty scenarios, interactive discussions & application exercises). Participants will emerge from the workshop having the knowledge and skills to become much more effective coaches and mentors. Also, they will know how to use the tools and techniques to drive staff motivators, ownership, productivity and effectiveness in their workplaces.

Scenarios of varying complexity will be used to enable the participants to apply their coaching and mentoring skills in situations that have contrasting dynamics.

### BENEFITS

Upon completion of this program, participants will be able to:

- Understand and apply the principles of coaching and mentoring
- Develop and practice key coaching and mentoring skills
- Be able to create a nurturing, productive environment
- Build positive relationships through coaching that support and empower individuals

- Have developed an understanding of productive questioning skills
- Set up coaching and mentoring programmes and plans to develop capability and motivation
- Conduct coaching sessions using well recognized coaching approaches and models
- Enhance your organizations effectiveness in focusing development on its key resource
- Enable internal coaching through change

## **KEY CONTENT**

### **Day 1**

#### **Session 1: Checking in With Reality**

- Understanding how our brain perceive one another
- Perception in Coaching and Mentoring
- The reality of the world
- Why It's important for coaches and mentors to manage their perceptions

#### **Session 2: ABCs of Coaching and Mentoring**

- Introduction to Coaching and Mentoring
- International Coaching Federation Coaching competencies
- Ethical Issues and Contracting
- Advance Listening Skills
- Powerful Questioning Skills

#### **Session 3: EDGE Coaching and Mentoring (Engagement)**

- Introduction to Edge coaching model
- Utilizing NLP Techniques to build lasting Rapport
- Build solid TRUST at the start

#### **Session 4: EDGE Coaching and Mentoring (DESIRE)**

- Define, Design and Develop a coaching and mentoring strategy
- Dig deeper for their underlying desire to achieve their goals
- Actual Case study for Coaching and Mentoring
- Live Coaching Supervision and Practice

### **DAY 2**

#### **Session 5: EDGE Coaching and Mentoring (GOALS)**

- Align Coaching and Mentoring goals with the organization goals.
- Techniques in overcoming barriers
- Increase questions efficiency
- Live Coaching Supervision and Practices

#### **Session 6: EDGE Coaching and Mentoring (Empowerment)**

- Coaches and Mentee management
- Gamification at work
- Follow-up and feedback
- Live Coaching Supervision and Practice

### **Session 7: Coaching Activity – Practice – Feedback – Action Plan**

- Peer Coaching
- Live Feedback Session
- Coaching Agenda for Managers
- Action plan upon going back to workplace
- Commitment and time line for execution

### **AUDIENCE**

This course is suitable for experienced office professionals, team leaders, and managers who are looking to coach and mentor others in the organisation or who wish to learn about the coaching and mentoring process for self-development and effective performance management.

### **METHODOLOGY**

Activities, small group activities and larger group discussions will help to embed the knowledge and skills required to become a competent coach with the confidence to put it to the test! Working in triads of coach, coaches and observer, the delegate will have a chance to play each role. Hence practicing the coaching skills of the EDGE model, acting as coaches to understand and analyses the how and why of the model and as the observer, to constructively analyses and criticize colleagues abilities and skills. Learning the 'Language of Coaching' is vital so the coach does not become directive and take on a teacher role.