



COACHING, Counselling & Appraising

Course Introduction:

A highly interactive and practical training workshop that will equip line managers with the necessary interpersonal, coaching, counseling & Appraising skills to address poor employee performance and behavior, and improve their motivation and productivity.

Course Objectives:

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

- To understand the benefits of coaching and the role of the coach
- To realize when to use coaching as a development tool
- To identify the stages of the coaching process
- To plan and deliver a coaching session
- To practice the skills at all stages of the coaching process

Who Should Attend?

This is an ideal course for anyone who needs to use effective coaching skills to develop others; whether they be line managers, internal coaches, or HR professionals. Coaching is an essential activity to help improve, enhance or develop a person's skills and behavior in the workplace, and has a very positive impact on the retention of knowledge and skills, after a person has been trained.

Course Outline:

- Coaching, Mentoring, Training: The Differences
- The Benefits Of Coaching
- The 'DEVELOPER' Coaching Model
- The Skills & Qualities Of An Effective Coach
- The Questions A Good Coach Asks
- Objective Setting
- Coaching Styles
- Identifying Ability Levels Of Staff
- The Techniques Of Coaching
- Feedback & Review
- The Key Stages Of Coaching
- Preparation & Planning For A Coaching Meeting
- The Pitfalls Of Coaching & How To Avoid Them
- Role Plays - The Full Coaching Process

The Ten Skills of Effective Coaches

- Skill #1: Create a Climate of Trust and Confidence

- Skill #2: Listen, Look, and Learn
- Skill #3: Measure, Assess, and Plan
- Skill #4: Guide a Dialogue About Performance
- Skill #5: Educate
- Skill #6: Delegate for Development
- Skill #7: Deliver Reinforcing Feedback
- Skill #8: Deliver Corrective Feedback
- Skill #9: Deal with Difficult Responses and Situations
- Skill #10: Guide the Development of an Action Plan

Course Methodology:

A variety of methodologies will be used during the course that includes:

- (30%) Based on Case Studies
- (30%) Techniques
- (30%) Role Play
- (10%) Concepts
- Pre-test and Post-test
- Variety of Learning Methods
- Lectures
- Case Studies and Self Questionnaires
- Group Work

Course Fees:

To be advice as per course location. This rate includes participant's manual, Hands-Outs, buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

Course Certificate:

International Center for Training & Development (ICTD) will award an internationally recognized certificate(s) for each delegate on completion of training.

Course Timings:

Daily Course Timings:

08:00 - 08:20	Morning Coffee / Tea
08:20 - 10:00	First Session
10:00 - 10:20	Coffee / Tea / Snacks
10:20 - 12:20	Second Session
12:20 - 13:30	Lunch Break & Prayer Break
13:30 - 15:00	Last Session