



COACHING

For Optimum Performance

Course Introduction:

There is no more effective way to train and / or develop someone than by the application of the coaching process. By the end of this workshop delegates will have realized the power of coaching. Coaching is an essential skill to help motivate and define responsibilities of personnel. Delegates will understand, and have practiced, the key stages and skills of coaching. Delegates will be able to introduce a new 'coaching culture' to their teams and organization. They will have been introduced to ICTD's 'DEVELOPER' Coaching Model - a flexible, highly effective, framework to follow. Plenty of opportunities are given for practicing the skills in a risk free environment, ensuring more effective implementation on returning to work.

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 are 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. It also has a very positive impact on the retention of knowledge and skills after a person have 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 Should Ask
- 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

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
- Discussion
- Presentation

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