

Coaching for Frontline Managers

Are you new to management and not sure how to relate to your team and/or do you find it hard initiating the 'difficult' conversations with team members?

All too often new manager, supervisors and team leaders find themselves responsible for their team and/or large groups of people with little or no training to equip them with the skills they need to manage their people in a fair and equitable manner.

This program introduces participants to the complexity of people management and gives them the skills to effectively communicate as coach & mentor their team.



'People development is now a major responsibility for supervisors and frontline managers.'

*M.Meere
HRM & People Mgt. Guru*

The Benefits

This program will:

- Give you the confidence to relate effectively with your staff to get the best out of them
- Introduce you to the benefits of, and the process for effective coaching
- Give you the skills to provide efficient, effective and timely feedback and,
- The confidence to handle difficult conversations.

Who should attend?

This program is designed for new managers, team leaders and supervisors and is suitable for anyone working with and responsible for other people.

How it will be delivered

This program is delivered over two modules of three hours each run over two weeks. At the end of the first module participants will be given workplace activities to practice before the next session.

All participants will have access to the facilitator for up to three months following the course via email or telephone.

What you will cover

- Coaching skills including
 - Accessing your readiness
 - Checking your assumptions
- Coaching & mentoring roles
- Coaching processes
- Critical steps of coaching as an effective intervention
- Communicating & getting your message across
- Getting connected
- Giving and receiving feedback
- **GROW** methodology
- Individual resilience coaching and work-team coaching
- Learning relations
- Personality styles and their impact
- Successful resilience coaching relationships
- Tailoring your coaching styles for different protégés
- Tips, Traps, Pitfalls
 - Trouble shooting
- Difficult coaching situations
- Difficult coaching conversations