

Course Outline

Objectives:

- Enable attendees to increase their performance through improved communication effectiveness
- By adding the fundamental coaching skills & approach to a managers/leaders toolkit can significantly increase the productivity, motivation and well-being of them and their teams

Desired Outcome for Attendees:

- Increased communication effectiveness
- Increased managerial and communication flexibility - how to empower rather than 'tell'
- Greater awareness of self and others - what is important and how decisions are made
- Greater awareness of how people are motivated – how to influence and convince
- Increased confidence and competence to build rapport and trust with an individual
- The knowledge and experience of a extremely simple and powerful model to structure any communication transaction

Day 1	Day 2
Introduction & Frames – Elicit Objectives	Building Rapport
What is Coaching?	Questioning Skills
The TGROW Coaching Model	Questioning Exercise
Coaching Competencies	Changing Beliefs
Goal Set	Using Coaching for Feedback
Values - Motivation	Practice Session & Individual Feedback
Listening Skills	Flexi - Wrap Up
Recap & Discussion	Individual Feedback



Changing Behaviour to Realise Potential