

COACHING SKILLS FOR MANAGERS

Increase employees' initiative to solve problems and inspire in times of crisis!

Description:

The best managers continuously enhance their team members' development and get the most out of individual capabilities. Coaching is one of the most powerful tools that managers can use to develop employees and maximize performance. In this course, participants will be introduced to coaching as a mutual problem-solving process. They will practice coaching skills and will receive feedback from the trainers and from their peers. Participants will leave the extended learning program with the skills and confidence for facilitating effective coaching conversations with their employees.

Objectives: Following this training, participants will be able to do the following:

- Understand the role of a coach and how managers can use coaching
- Use the GROW coaching model to effectively develop employees
- Apply listening and communication skills to coaching conversations
- Help employees to increase their ability to solve problems
- Focus their team more effectively to meet targets

Facilitator: Robert Wilton



Robert has more than twenty years' management experience, the last eight leading a multi-cultural international organization in Albania. He has been an advisor to leaders of organizations and countries. At Lincoln, Robert offers coaching and coaching support for individuals and teams, and other elements of training for organizations and leaders. He believes passionately in the role of the listening leader, and in the ability of individuals to identify and achieve their own goals. Robert has Masters degrees from Oxford and London Universities, and coaching certification from the Institute of Leadership and Management. He is fluent in Albanian.

Dates & Duration: April 20, April 21, April 22 from 09:15-12:15

No. of Sessions: Three 3-hour sessions



Language: English

Cost: 230 Euro / participant

Target Audience: Department Heads and Managers in any department.

Location: ONLINE. Zoom link sent upon confirmation.

Number of Participants: The maximum number of participants for this course is twelve. A minimum of six participants is required for this course to be delivered.

Confirm registration with Ms. Junida Katroshi at junida.katroshi@aab-al.org

Program Overview

Phase 1: Pre-work: Introduction to Coaching (1-2 hours)

- Participants will complete a self-assessment and set specific growth goals
- Phase 1 will help participants be prepared for Phase 2

Phase 2: Coaching Skills Workshop (10 hours)

- Participants understand the key principles of coaching
- Participants understand and reflect on the role of coaching in their professional environment
- Participants get trained in coaching skills with real-life scenarios
- Participants practice coaching each other during the workshop
- Participants create an action plan for implementing coaching

Phase 3: Applying Coaching Skills to your Context (5-10 hours)

- Participants apply their action plan to coach others in their organizations, as part of their regular responsibilities
- Participants continue to practice skills on a regular basis
- Participants reflect in a structured way on their use of coaching skills
- Phase 3 is not required to receive a certificate. Phase 3 is necessary to effectively use coaching skills on a long-term basis

Coaching Skills for Managers Phase 2 Content

Chapter 1: Foundational Principles of Successful Coaching

- Conversation as a core business process
- Developing an environment of trust and respect
- Coaching as mutual problem solving

Chapter 2: Coaching Skills

- Coaching Presence
- Active Listening
- Asking Powerful Questions
- Create Awareness
- Direct Communication

Chapter 3: GROW Coaching Model

- Setting **goals** for the coaching conversation
- Creating awareness of the current **reality**
- Considering **options** for solutions
- Designing actions for the **way forward**

Chapter 4: Further Coaching Skills

- Developmental Feedback
- The Sound of Silence
- Coaching vs Mentoring
- The Power of Feelings
- The Limits of Coaching

Chapter 5: Developing as a Coach: Plan for Phase 3



Tentative Online Format Schedule

Pre-work

Up to three hours of pre-course work

Day 1

09:15-12:15 First Session with two breaks

Day 2

09:15-12:15 Second Session with two breaks

Day 3

09:15-12:15 Third Session with two breaks

Note: for some online courses, participants will not be with the entire class for the full duration of these sessions but will be doing a combination of pair/group work in breakout rooms and face-to-face and individual meetings with a trainer or associate.

Requirements

All participants must ensure the following:

1. **Free Zoom Account** linked to email account you use to register for this course.
2. **Ready to use Zoom.** Each participant must confirm they have used Zoom before or take the optional Zoom orientation session below.
3. **Workspace for Zoom call.** To ensure that each participant can participate in group discussions during the zoom call, the company should ensure that there is workspace available for the call during the course times. This workspace should include (1) space for online video use (2) space for the participant to talk on the zoom call (3) lack of distractions from other employees.
4. **Manager/ HR Commitment to Training on Zoom Calls.** To ensure maximum focus during this online training, it is essential for the participant's manager approve the participant for this training and to ensure that the participant can give their attention to all of the online sessions. Lincoln requests that each participant be noted as "Out of the Office" in the same way participants would be during a face-to-face training. We recognize that business demands may require a change at the last minute.