



Coaching in the Workplace

Course Duration: 6.5 Hours

Audience

Anyone seeking personal and professional development to enhance their performance and contribution in the workplace by developing effective coaching skills

Prerequisites

None

Course Aim

This learning path describes the basic principles of effectively coaching staff members, peers, managers, and customers. It outlines the coaching skills and techniques that need to become part of normal day-to-day business. The learning path covers the core coaching skills of clarifying expectations, building skills, enhancing confidence, encouraging flexibility, resolving conflict, and developing motivation. These skills will improve the student's communication, morale, and performance and will help to build empowered teams.

Learning Objectives

To demonstrate the coaching process and provide techniques to aid in developing workplace coaching skills

Course Outline

Introducing workplace coaching

- Workplace coaching
- Understand coaching

Initiating coaching

- Identifying the need for coaching
- Plan and open the coaching session

Communicating skills in coaching

- Communication that includes the learner
- Using questions when coaching
- Give appropriate feedback when coaching

Facilitating learning in coaching

- Demonstrate and practice in coaching
- Behavior that facilitates learning

Concluding the coaching session

- Closing and following up the coaching session

Coaching effectively

- Coaching people effectively in the work environment