

By creating the space for ourselves to think and act more strategically, we generate opportunities to become more effective, and therefore more valuable to our organisation. Furthermore, if we are able to develop those around us to become more competent and confident through coaching, we achieve lasting benefits and positive outcomes for all concerned.

The aim of this one-day workshop is to equip participants with the necessary skills to coach others and use successful delegation techniques, where everyone feels and behaves like a winner rather than one person being “dumped on”. This is achieved by working with “real time” issues that participants bring with them from their everyday work.

Your Workshop Leader: Roy Breustedt

LEARNING OUTCOMES

As a result of this course, participants will understand:

- how to identify the skills required to be an effective coach
- how effective delegation works
- ways to encourage the individual to clarify goals
- how to actively listen to the individual and provide appropriate feedback
- how to identify and overcome blockages to delegation

KEY TOPICS

- what makes a great coach?
- effective delegation: theory and practice
- exploring the relationship between empowerment and delegation
- self-analysis: blockages, strengths, skills and needs
- planning, managing and reviewing the process

WHO SHOULD ATTEND

This workshop would suit team leaders, managers or a management team who want to increase their effectiveness and influence, and are keen to develop those around them; also managers who have not received training in coaching skills.

Outline Programme

Welcome and Introductions

- discussion of objectives for the training

Roles and Responsibilities of the Coach

- Key concepts and skills in undertaking the role
- How to know when to coach
- Values and the role model

Skills Development

- Assessment and analysis
- Listening and questioning
- Giving appropriate feedback
- Negotiation and mediation skills
- Counselling and supporting the learner
- Taking care of yourself

Sharing our experience of effective and ineffective Delegation

Constructing a framework for effective delegation

- picking the right task and the right person
- establishing appropriate checks & balances
- linking to performance review

Managing the Process

- planning
- checkpoints
- mistakes
- ‘avoiding the black hole’

Skills audit & work related Action Plans

Close of workshop



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