

▶ **LD006 – Essential Coaching Skills**

Becoming an effective coach takes time and effort. The challenge is easier if you apply a few proven techniques for effective coaching. Our coaching seminar will give you invaluable processes, tips and techniques to help you become a great coach. Today's fast-paced and changing work environment is placing increased demands on employees, who are often assuming additional, broader responsibilities. As a manager, this makes it extremely important that you keep your staff members motivated to avoid a decline in productivity and morale.

Making sure your valuable team members are able to rise to their potential and continue making a contribution to projects at your firm requires time and effort. It involves retaining interns and entry-level employees as they gain experience, rather than risk losing these individuals to other firms.

- ✓ Understanding the coaching relationship
- ✓ Developing people potential
- ✓ What does empowerment really mean
- ✓ Creating a team spirit
- ✓ Building a caring sharing environment of trust
- ✓ Getting management support
- ✓ Analyzing the communication process
- ✓ Understanding and tackling barriers to communication
- ✓ How to observe behavior and influence it
- ✓ Identifying the behaviors of high performers
- ✓ Defining the gaps between current and desired behavior
- ✓ Feedback and Motivation
- ✓ Helping staff understand and manage conflict
- ✓ Giving and receiving feedback
- ✓ Demonstrating empathy
- ✓ Coaching through questioning
- ✓ Different styles of coaching: choosing the right one
- ✓ Identifying what worked and what didn't work
- ✓ Knowledge sharing between team leads

FYI: This course is also covered within the University of Ontario Masters Qualification in Project & Portfolio Management offered in partnership with Bay3000.

Knowledge Areas: Integration, Quality, Human Resources, Communications, Risk