

Coaching for Success

Suitable for individuals in the organisation who have the responsibility for the performance of others and consequently need to develop people within the organisation

Objectives:

Delegates will examine the skills required for effective coaching of others and be given a range of tools for developing the performance of others by encouraging potential and providing motivational feedback

Content covers

- Understanding the role of the coach
- Effective and ineffective coaches
- Benefits to the individual and the company
- Coaching methods and development opportunities
- Examining how people learn
- The coaching model
- The coaching checklist
- Feedback techniques
- Personal development plans
- Encouraging self-development

Programmes can be tailor-made to your specific requirements.

Course Category

Sales

- o Selling for the non-sales person
- o Pro-active Telephone Selling
- o Gaining Quality Telephone Appointments
- o Maximising Incoming Orders
- o The Principles of Selling
- o Managing and Growing Key Accounts
- o Sales Management
- o Effective Sales Negotiation

Supervision and Management

- o The Effective Supervisor
- o The Motivational Manager
- o Team Leader Development

Communication

- o A Guide to Assertiveness
- o Productive Communication
- o Chairing and Facilitation Techniques
- o Effective Presentation Techniques
- o Negotiation Skills

Self and Team Development

- o Coaching for Success
- o Training the Trainer
- o Instructional Techniques
- o Managing Stress
- o The Power of the Team
- o Effective Goal Setting
- o Professional Customer Care

Skills

- o Internal Customer Care
- o Problem Solving and Decision Making
- o Time Management
- o The Effective Appraisal

Bite Size Training Tasters