



Staff Training

Coaching Skills for Managers

Course Outline



Your business outcomes are our priority. Proving impact in real time.

Aim

This workshop is designed for supervisors, team leaders and management. The main aim is to assist them with learning the language and behaviours of coaching. Coaching is a more collaborative form of leadership and is designed to get top performance and engagement from every team member.

What Others Had to Say About this Course...

"I loved this workshop – it made so much sense to me! Especially the beliefs and behaviours module!" ~ John, Magnavolt Trading

Who Should Attend this Course?

This course will benefit all Supervisors, Managers and Leaders whose job involves coaching and mentoring of junior staff.

Outcome

On completion of this workshop, the learner will be able to recognise the potential and work collaboratively with individuals, empowering them to work towards realising their strengths in a solution-based manner.

SAQA US ID	NQF LEVEL	CREDITS	US TITLE
252035	5	8	Select and coach first line managers

The unit standards above are an indication of the content of the workshop. Our workshop theories are designed to include the outcomes recommended by SAQA US IDs.

Duration: 2-Days

Content

Topic	Details
Introduction and History of Coaching	• A brief history of what coaching is about
Definition(s) of Coaching	• A definition of the concept of coaching
The Value of Coaching	• Understanding why we want to coach and collaborate
Important Principles of Coaching	• Understanding the basic but important principles of coaching ensuring long term benefits
The Qualities of a Great Coach	• What makes a coach
Key Skills That Every Coach Need to Succeed	• Identifying and working with these skills
Creating the Coaching Relationship	• Coaching is not a quick fix – great relationships need to be built
Understanding Beliefs and Behaviours	• Once we hone the individual strengths, the team is able to perform
Identify Areas of Development in Your Team	• How to point out development areas and agree on the benchmarks
Choosing the Right Tool(s) for the Job	• As with any job, the right tools simply make it easier • Coaching models for technical and peer coaching • Gathering the right resources
Understand and Follow the Coaching Process	• Understanding the sustainability
Recognising and Rewarding Behaviour	• Engage with your team
Engaging Your Team Through Social Media	• What impact Social Media has on our lives today

Optional Purchases

When ROI and Implementation Matter

At Staff Training, we understand that each individual and/or organisation has unique needs and goals. We have developed a range of valuable, but optional purchases to maximise your training outcomes:

SETA Accredited Training Options

Most of our workshops are aligned with SETA Accredited unit standards, or you can opt for the fully accredited version of your workshop choice. This includes a certificate of competence when successfully completed. All other certificates are certificates of attendance.

The Afterburner

Afterburners are additions to selected workshops. These continued learning courses include a re-cap of material covered during the workshop and continue to expand on both knowledge and skills development for the workplace.

Skills Check

Skills Checks are extremely useful in the measurement of ROI of soft skills training. This tool is structured to help the learner improve on the implementation of new skills through a goal-driven process of accountability and reflection.

LevelUp Coaching

A 2-hour, one-on-one coaching option for those who would like to address and build on the knowledge they gained during training. Converting theory into practice under the tutelage of an experienced coach.

PowerPath Coaching

A powerful investment into your future leaders. One-on-one leadership coaching with the globally acclaimed Enneagram as the self-mastery tool.

Staff Training is an accredited IEQ9 Provider. Our Enneagram offerings include a SETA Accredited version of a leadership development workshop as well as an emotional intelligence and Enneagram combination. You can also explore our specialist hybrid offerings of workshops and coaching below.

[Enneagram Group Coaching Journey](#)

[Enneagram: Insight to Action](#)