

Coaching skills for leaders

Designed to help people leaders to unlock the potential of the individual members of their teams.

Overview

TTEC Consulting's Coaching Skills for Leaders program has been designed to help people leaders to unlock the potential of the individual members of their teams. This is done by applying a proven process to their coaching activities and developing their interactive communication skills to consistently get the best out of their people.

Challenges addressed in this program

- Understanding the coaching environment, the role of coach, and the difference between coaching and managing
- Adopting the coaching process, starting with observation and reviewing results in terms of activity and competency
- Recognising different types of staff in terms of results, competency and potential, then coaching them accordingly
- Developing coaching and development plans that are more likely to be owned and actioned by staff
- The ability to plan for, gather and then deliver honest impact feedback

Key components of this program

- Time management and effectiveness for coaches
- Developing an individual coaching strategy
- The 5 Stage Coaching Process to guide your coaching activities
- How to plan for and give in-the-moment feedback
- Dealing with difficult people
- Diagnosing competency gaps and developing motivational solutions

Outcomes

- Gain skills and the willingness to allocate more time to high quality coaching activities and develop more effective strategies for individuals
- Enable to run more effective coaching sessions as a result of improved planning, communication and feedback skills

Duration

2 days for up to 6-10 participants.

Who should attend this program

People who are in a team leadership role or have designated coaching responsibilities.

For more information and to register

Call: 1800 797 447

Email: AsiaPacific@ttec.com

ttec.com/business-learning-centre