

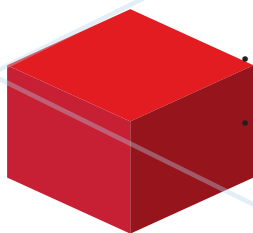
COURSE CONTEXT

- It is rare that people responsible for the management of others have an entire team of competent people who are committed to the job.
- The development of people concerns accelerating performance of the motivated and overcoming the issues of the less motivated.
- Those responsible for managing others are more than often responsible for the business performance. This tends to take precedence over people development; however it is driving people standards of performance which drives the results.

COURSE OBJECTIVES

By the end of this course, Participants will be able to:

- Provide a clear understanding of the difference between coaching and counselling.
- Utilise the skills and follow simple steps to respond quickly to development needs.
- Develop interpersonal skills to enable effective high-impact coaching and to positively engage to correct performance problems.



COURSE OUTLINE

Dealing with People

- Employee lifecycle.
- The chain of events.
- Three forms of people development.

People Development Skills

- What's your orientation.
- Interpersonal skills development.
- The trainer skills toolkit.
- The difference between coaching and counselling.

Understand Self to Influence Others

- PRISM Brain Map report.
- Profile personal behaviour preferences against people development skills and methods.
- How others perceive you.
- Relating development to different behaviour styles.

Case Study Role-Play Simulations

- Assignment-based coaching role-plays.
- On-the-job coaching role-plays.
- Facilitated group feedback.

Positive Intervention Through Counselling

- When to coach vs when to counsel.
- Root cause analysis of performance problems.
- The counselling process.

WHO SHOULD ATTEND

- Supervisors, team leaders and managers responsible for managing and developing others.
- People for whom managing others is new and require the skills to develop people and to resolve people problems.

RESULTS

Business Benefits

- Effectively deal with poor performers
- Ensure people development is a routine activity.
- Stretch and develop high performers through a clearly defined coaching process.

RESULTS

Personal Benefits

- More confidence in dealing with negative people situations.
- More time taking positive action with employees.
- Leverage people development to support business results.

