



THE UNIVERSITY OF
SYDNEY

Coaching Skills for Managers Course

*Centre for
Continuing Education*

Coaching Skills for Managers Course



Are you ready to bring out the best in your people? Workplace coaching is a technique for unlocking potential and creating peak performance. Learn the key skills of coaching so you can help your team solve tough problems, set goals, and learn on the job. Hear how workplace coaching works. See how you can use coaching to promote high levels of motivation and performance in your team. Get hands on experience using a range of coaching techniques – including the GROW cycle, solution focused questions, SMART goals, reframing and action planning.



Course duration

1 session, 8 hours total



Time

9am - 5pm



Format

Face-to-face
or
Online in real-time



Dates

Browse available
[course dates](#)

Intended audience

This coaching skills course is suitable for all managers, team leaders, supervisors and individuals wishing to develop their coaching skills.

Prerequisites

None



Upon completion

Every participant receives a University of Sydney certificate of completion.



Aims

Coaching conversations can bring out the best in your people. If you want to build a motivated, productive team you will benefit from attending the introduction to workplace coaching skills. The techniques you'll learn in this course can be used to:

- avoid losing control of your team and its performance
- gain influence and ability to drive performance
- avoid being disliked and shunned as a manager
- gain team support and respect
- avoid team wasting time and being demotivated
- create a productive, effective team that gets things done.



Outcomes

By the end of this course, you should be able to:

- decide when to use coaching, rather than other workplace learning options such as training, counselling or mentoring
- use the techniques of 'Socratic dialogue' to bring out the best in your people
- structure a coaching session using the 'present to desired state model'
- ask solution focused questions to drive change
- listen actively in order to engage your staff
- challenge un-resourceful thinking patterns and attitudes using reframing techniques
- give feedback in a way which prompts learning.



Content

Topic 1: Introduction to coaching

Hear why more and more managers are using coaching to drive performance at work.

Discuss the key concepts which underpin successful coaching – such as Socratic dialogue, adult learning principles and the generative learning model. Discuss when and where to use coaching techniques, as opposed to other workplace learning options.

Topic 2: Using the present to desired state model

The desire to learn is underpinned by a creative tension psychologists call 'cognitive dissonance.' Hear how to build appropriate levels of cognitive dissonance in order to encourage your staff to learn. Try out a three step process for defining current reality, contrasting it with a more desirable future state and building an action plan for closing the gap.

Topic 3: Four tools for workplace coaching

Great workplace coaches have advanced level communication skills. Learn how to use four essential coaching tools: active listening, solution focused questions, reframing and feedback statements.

Topic 4: Practical coaching session

Try out the techniques you've learned and get feedback on your ability to apply coaching skills.



“The content was exactly what I was looking for. New coaching ideas to develop my skills. The presenter was great at facilitating and keeping the day flowing and on track.”

Rhonda Ferguson

“Excellent presenter who was very knowledgeable on the topic and had a wealth of experience. They were excellent.”

Cherrie Bullard



“This was an excellent course - I learned a lot and the instructor was excellent. An added bonus was the fact that the participants were from a variety of different places who were motivated and keen to be there, which made the learning environment so much more positive. I was able to apply my learning within 48 hours which rarely happens after attending other less effective workshops.”

Crystal Choi



Delivery style

This is an interactive course on coaching skills which will be delivered through a variety of methods including:

- small group discussions
- role plays or simulations
- written exercises in which you will apply key concepts
- question and answer sessions with the trainer.

You will get the most from this course if you are:

- willing to contribute to group discussions
- confident communicating verbally in small groups
- comfortable participating in role play style activities.

How can you put your learning to use?

The practical focus of this course means that you use what you learn immediately. Coaching skills can be used in business to bring out the best in individuals and team, build motivation and promote active problem-solving.



Organisational training and development

This course can be delivered as a private session for groups, and tailored to meet the needs of your business. Contact us to discuss our range of organisational training solutions.

[Learn more](#)



THE UNIVERSITY OF
SYDNEY

We recognise and pay respect to the Elders and communities – past, present, and emerging – of the lands that the University of Sydney's campuses stand on. For thousands of years they have shared and exchanged knowledges across innumerable generations for the benefit of all.

Empower ambition,
inspire leadership

For more information

Centre for Continuing Education
+61 2 7255 1577

cce.sydney.edu.au

Follow us



@ccesydney



@centreforcontinuingeducation



ccesydney