

## Coaching Essentials for Managers

**Length:** 1 Day

**Summary:** This course teaches you how to establish a coaching relationship with employees, evaluate employees' personality types, and detect morale-building motivators. You will learn about the factors that can hinder an employee's willingness to trust, and how to establish trust.

You will learn coaching objectives, identify the best coaching opportunities, and clearly and effectively communicate goals and expectations to employees. You will learn how to use appropriate language during a coaching session, recognize factors that can distort a message, interpret employees' nonverbal communication correctly, ask the right questions, conduct effective face-to-face meetings, and confront an employee.

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### COURSE CONTENT

#### 1: FUNDAMENTALS OF COACHING

- Coaching overview
- Coaching foundation and strategy

#### 2: COACHING EMPLOYEES

- Personality styles
- Trust relationships

#### 3: THE COACHING PROCESS

- The coach-employee relationship
- Objectives, expectations, and goals
- Performance evaluation

#### 4: COMMUNICATION

- Verbal communication
- Nonverbal communication
- Effective questioning

#### 5: INTERPERSONAL MEETINGS

- Face-to-face communication
- Productive confrontations