

## PER-677 Coaching and feedback to raise awareness and empower your teammates

Duration: 2 days

Trainer: Marie-Christine Girouard

### TRAINING DESCRIPTION

To develop your coaching skills and introduce you to the coaching approach by giving you the occasion to put them in practice in diverse scenarios stemming from your reality.

### LEARNING OBJECTIVES

At the end of this two-day training session, you will be able to:

#### KNOWLEDGE:

- Differentiate coaching from other approaches
- Distinguish your role as performance manager from your coach's role
- Differentiate the directive approach from the coaching approach
- Recognize the situations in which the coaching approach is relevant
- Observe good individual coaching approaches with the help of demonstrations

#### Skills:

- Lead individual coaching interventions in common situations issued from your reality
- Develop your skills / key qualifications in coaching: active listening, positive/constructive feedback and efficient questions.

#### Attitude:

To be motivated and convinced of your capacity to contribute to the awareness, the empowerment and the optimal development of your teammates.

### METHODOLOGY

- Presentations
- Demonstrations
- Individual exercises
- One-on-one and sub-group exercises
- Individual coaching practices: role-plays with scenarios based on your reality - a coach and a coached person, with observation and feedback from the other participants and the leader-coach
- Sharing in plenary session
- Coaching training plan



# Syllabus

## CONTENT

### What is coaching?

- Distinction between coaching and other approaches

### Particularities of business coaching

- Business application
- Conditions for successful coaching
- Advantages for the leader / manager to play a coaching role

### The main roles of manager

- Distinctions between the leader, performance supervisor, communicator et coach's roles

### The qualities and competencies of a coach

- Attentive listening with all your senses
- The art of giving positive and constructive feedback
- The art of asking efficient questions

### The coaching approach

- Directive approach –vs- coaching approach
- The coaching approach sequence
- Situation scenarios and role-plays

### A word on the group coaching and team coaching

## TARGET AUDIENCE

Managers at all levels

## OTHER INFORMATION