

# coaching skills

fmi course number: ML03

Duration  
2 days

## .....course overview

There is an increasing demand on managers at all levels to improve performance in the workplace. One of the most powerful ways for a manager to improve performance is through coaching people on their team. Coaching is now viewed as a fundamental part of a manager's role.

This practical hands-on course gives strategies and techniques for identifying key areas where there is a need for coaching, planning the coaching, carrying out coaching, arranging for practice and assessing the improved performance.

This is a very valuable skill development opportunity for every manager's toolkit!! You can start applying the principles and skills immediately for improved performance.



## .....key content

- Improving performance through improving competency
- Coaching and mentoring and the manager's role
- When ***not*** to use coaching!
- Analyse coaching needs
- Develop a coaching plan
- Effective coaching
- Matching coaching styles to learning styles
- How to build rapport
- Listening and watching skills for expert coaching
- Coaching skills, tips and hints
- Organising "practice to make perfect"
- Assessing performance
- Develop a coaching contract
- Evaluating coaching and learning and improving effectiveness
- Overcoming common barriers to coaching
- Planning your own development in coaching

## .....what objectives can I achieve?

1. Identify coaching and mentoring benefits for the manager's role
2. Analyse coaching needs that will lead to improved performance
3. Plan for coaching
4. Coach effectively
5. Arrange practice
6. Assess improved performance
7. Monitor and improve learning effectiveness



## Who this course is useful for

All managers working at any level from team leaders, supervisors, frontline managers, unit or section managers, customer service or sales managers, divisional unit managers, middle managers, senior managers, business proprietors.  
All other people who would benefit from an increased ability to meet the outcomes of this course as part of their role at work.

### Resources for this Course

A **Learning Guide** is provided for this course. It contains notes and can be used for participant's own notes.

### Assessment

Assessment for this unit is optional. This course can be linked to competency unit *BSBLED501A Develop a workplace learning environment*. Contact us for further details

### Dates and locations

**Course Dates:** Sydney  
For dates please see FMI Public Course Calendar at [www.frontlinemanagementinstitute.com.au](http://www.frontlinemanagementinstitute.com.au)

**Time:** 9am to 4.45pm

Location is close to Sydney CBD. You will be advised of the exact location by email one week prior to commencement.

### Fees

For fees please see FMI Public Course Calendar at [www.frontlinemanagementinstitute.com.au](http://www.frontlinemanagementinstitute.com.au)

### Corporate Versions of this Course

This course can be tailored for corporate requirements as an in-house course.

### Booking

To book, phone +612 9660 0199

Email fmi to find out how we can help you:  
[fmi@managementcando.com](mailto:fmi@managementcando.com)

### Contact frontline management institute

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