

Gearing You For Growth

Bursaries | **Business Skills** | Coaching and Mentoring | Computer Skills | E-Learning | Learnerships | Skills Development | Virtual Training

Coaching and Counselling

Course Overview

Being a coach and a counsellor involves being able to draw from several disciplines.

Coaching is based on a partnership that involves giving both support and challenging opportunities for employees.

This highly interactive and practical one day training workshop will equip line managers with the necessary interpersonal, coaching and counselling skills to address poor employee performance.

Delegates will also improve their behaviour, motivation, and productivity.

Target Audience

This skills-packed workshop is aimed at all levels of management, including team leaders.

Prerequisite

There are no prerequisites for this course.

Course Duration

- 1 Day



Course Outline

Module 1: Introduction to Coaching and Counselling

- Definitions of Coaching and Counselling.
- The benefits of coaching.
- The benefits of counselling.
- Part summary.

Module 2: When to Coach or Counsel

- Developing your awareness.
- Symptoms of performance problems.
- Root causes of performance problems.
- Personal problems that may affect job performance.
- Part summary.

Module 3: Giving and Receiving Feedback

- Making feedback effective.
- Four types of feedback.
- Be a positive role model.
- Part summary.

Module 4: Plan and Conduct Coaching and Counselling Sessions

- Preparing for a coaching or counselling session.
- Ten Guidelines for conducting a successful coaching session.
- Ten Guidelines for conducting a successful counselling session.
- Performance appraisal guidelines.
- What to do when all else fails.
- Disciplinary action, the last alternative.
- Part summary.