

THE IN-HOUSE TRAINING COMPANY

Fast and effective

Coaching skills for managers

Help people grow through clear, practical conversations

Overview

For some managers it's a genuine passion, for others a matter of enlightened self-interest. Either way, developing others through effective coaching is a core skill that every manager needs to master. This 'fast and effective' session is an ideal starting point (or, indeed, refresher).

Course objectives

By the end of this coaching skills for managers training course, participants will be able to:

- Understand the value of coaching in day-to-day management
- Use simple frameworks to structure effective coaching conversations
- Build trust and use active listening skills
- Ask better questions to encourage ownership and growth
- Apply coaching to improve performance, motivation, and development

Who should attend?

Anyone who needs or wishes to improve their coaching skills. This coaching skills for managers training course is particularly recommended for those managers who are already coaching their people but could benefit from a more structured approach.

Course format

A very practical, interactive half-day training course for a maximum group size of 12. Delivered virtually, on Zoom or Teams. Can also be delivered face-to-face, on-site (in which case, it is best delivered in an expanded one-day format).

Materials

Materials are provided in PDF format, including:

- Coaching readiness checklist
- GROW conversation prompt card
- Coaching conversation planner
- Sample coaching questions guide
- Manager's coaching journal template

Expert trainer

Graham specialises in providing high-quality consultancy, coaching and training in personal productivity, sales and business development, and customer service. Over the last twenty years he has personally trained or coached over 30,000 business professionals. He is a member of the International Institute of Coaching and a qualified NLP Master Trainer.

His work has taken him all over the world and involved him in working closely with hundreds of different organisations from all business sectors, his client list including such organisations as BT, Vodafone, AT&T, Orange, Pfizer, GSK, Boots, Unilever, American Express, Thomas Cook, Apple, Sony, Motorola, Cisco, MFI, Barclays Bank, LIFFE, Abbey National, Prison Service, Home Office, Law Society, BBC, Daimler-Chrysler, Citroen, Weetabix, Nikon, Shell and many, many others.

Graham has written over twenty books, published in several different countries, including *Working Smarter, Companies don't succeed – people do!*, *Customer Relationship Management*, *Sales Training Games*, *90 Brain-teasers for Trainers*, and *Telephone Tactics*.

Known internationally as both a trainer/coach and a popular motivational speaker, he believes that effective learning has to be interactive and challenging. All his learning events are built around practical exercises, role play and case studies. His training style focuses not on just explaining new ideas or developing new skills, but also on motivating people to use them and to develop themselves as individuals. This approach gets results, as the following comments from programme participants show:

'Brilliant course, really interesting and very focused to my job role and day to day work.'

'Took away some very good ideas that I can use every day... good examples too.'

'Very confident in the subject, and amusing too. Made the course very interesting. A very clear sales model to use going forward.'

'Full of useful hints and tips which I will apply to my job.'

'Extremely well presented and structured'

Training course outline

1 Coaching as a management skill

- What coaching is – and isn't
- Benefits of coaching for people, performance, and culture
- Common coaching myths
- When to coach v when to direct
- Manager as coach – your new mindset
- Tool: Coaching readiness checklist

2 Listening and questioning for insight

- Active listening techniques that show attention and respect
- Common bad habits: interrupting, problem-solving, judging
- Open questions that build trust and explore thinking
- Practical coaching phrases to guide the conversation
- Exercise: Listening and questioning role-play

3 Structuring a coaching conversation

- The GROW model made simple
- Framing the coaching conversation
- Moving from awareness to action
- Staying on track and managing time
- Tool: GROW conversation prompt card

4 Coaching for motivation and accountability

- Understanding what drives performance and engagement
- Using coaching to boost confidence and self-belief
- Helping people set their own goals and follow through
- Holding people to account in a supportive way
- Exercise: Coaching for accountability scenario

5 Making coaching a habit

- Spotting coaching moments in everyday conversations
- Blending coaching with other management styles
- Overcoming time and mindset barriers
- Building your reputation as a coaching manager
- Action plan: Start small, practise often

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Any questions?

Please just give us a call on **01582 463463** – we're here to help!

Or visit [**www.theinhousetrainingcompany.co.uk**](http://www.theinhousetrainingcompany.co.uk)