

The most effective and inspiring leaders know that coaching is a fundamental part of their role, because it develops people's capacity to solve business problems and guarantees high performance. Effective coaching leads to higher performance and faster development of team members, without being prone to fire-fighting, shifting responsibility and de-motivation.

This interactive course gives you the practical techniques and tools for performance coaching and will help you understand what coaching really is, how to create ownership of personal development and continuous improvement, and how to provide quality feedback to team members and use effective coaching communication skills.

## Objectives

- Help employees to enhance their skills
- Learn to delegate better so you have more time to truly manage
- Increase your employees' productivity - they'll know what the goals are and how to achieve them
- Increase employee motivation and initiative with positive recognition and feedback
- Increase the likelihood of tasks being completed efficiently, effectively and to a high standard
- Avoid surprises and defensiveness in performance appraisals
- Increase team cohesiveness due to clarified goals and roles

## Who Should Attend

Managers and leaders who want to develop their coaching skills and learn techniques to successfully develop their people.

## Key Topics

### The Role of Supervisors in Coaching

- Qualities of an effective coach
- Why supervisors fail to coach
- Identifying coaching opportunities
- The performance review and development process

### Improving Subordinates' Performance

- Criteria for good performance objectives
- Using employee self-review to exploring his/her potential to meet business objectives
- Analyzing the cause of performance problems
- Determining actions and dealing with performance problems
- The self-fulfilling prophecy in coaching and management

### Coaching Communication Skills

- Skills in giving positive and negative feedback
- "Ask" rather than "tell" – guiding the employee to understand weaknesses and improvement opportunities
- Productive questioning to clarify issues, stimulate thinking and explore options
- Active listening for building trust, acceptance and reducing resistance

### The Coaching Process

- Using real cases to practice coaching techniques
- Identifying strengths and weaknesses of coaching techniques and styles used
- Dos and don'ts of coaching
- Handling difficult reactions
- Action planning to put the skills to practice



We provide services in **Leadership & Management** and other areas of training and development.

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