



CONNECT THE DOTS

Training & Consulting cc

This course is delivered online

COACHING

NQF Level 5

Unit Standard 252035



Your Lifelong Learning Partner



ENROLLMENTS

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"We Train Your Employees For Strategic Execution"



Coaching For Performance

Coaching has become a critical element of team development and yet it is rarely understood and often implemented poorly. In today's fast paced and extremely competitive world coaching has become that vital tool that allows you to get the best out of your team.

Coaching For Results

This course ensures participants as leaders drive results by supporting their team members in their learning, enabling them to develop the skills, knowledge and attitude necessary to successfully deliver their job responsibilities and goals. Learners are equipped with coaching skills, techniques and methodologies central to their role to enable them to practically conduct coaching in the workplace.

Coaching For Success

It moves away from the viewpoint that coaching must be process driven and bureaucratic and will help your team appreciate that coaching is an everyday occurrence that, when performed correctly, can be enlightening and fun. This course is designed for Team leaders, Managers and anyone that Coaches as part of their job role and who is required to develop and others.





This online course covers the following themes:

1. Introduction to Coaching
2. Planning the Coaching Process
3. Conduct the Coaching Conversation
4. Monitor and Measure the Coaching Results

Duration: 3 days online learning

Support: 2 hours PoE workshop, online/telephonic learner support post the training.

Theme 1 : Introduction to Coaching

- What is Coaching
- Coaching vs. Mentoring
- What makes Coaching Conversations successful
- Performance Discussions

Theme 2: Planning the Coaching Process

- Plan for the Coaching Intervention
- Preparing to Conduct Coaching Session
- Preparing a Coaching Action Plan
- Implement a System for Record keeping

Theme 3 : Conduct the Coaching Conversation

- The Coaching Process
- The Coaching Conversation Model
- Generic Coaching Skills
 - Active Listening
 - Questioning Techniques
 - Giving Feedback Effectively
- Adapting the Personality Types
- Encourage Demotivated Employees
- Coaching to Resolve Performance Problems
- Overcoming Coaching Challenges
- Coaching steps to Improve Performance and Competence
- Explain, Practice, Evaluate

Theme 4: Monitor & Measure the Coaching Results

- Contracting with Coachee
- Observing the Coachee in action
- Analyse the Coachee performance

This course is filled with experiential role plays, simulations, exercises and practical workplace assignments for learners to experience their skills. Portfolio of Evidence workshops are embedded to help support learners in building their PoE(s)



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