

## Taking the right step forward with proactive Coaching and Mentoring

The two days will look at a variety of coaching tools, techniques, personal development and best practice that will take delegates on a journey through self and others. It will analyse the cause of decreased performance in teams and individuals and how best to encourage plus one service and commitment. It will also give practical exercises to encourage and create a climate for effective coaching and learning whilst giving corrective feedback to handling challenging responses during coaching.

### HIGH-LEVEL LEARNING

- » Develop skills to reinforce behavior and motivation of peak performers and powerful people.
- » Develop a team environment that fosters synergy (internal and external)
- » Learn to listen with an empathetic ear and encourage open, two-way communication
- » Understand your role as leader and coach
- » Reflect your own skills and behaviour and how they influence your coaching abilities

### YOU WILL LEARN

- » 7 keys steps to an Emotionally Intelligent coach
- » How to use coaching as an employee retention tool
- » Utilise coaching at the root cause of performance challenges
- » The language of coaching and how to tailor your style to different people types
- » Effective techniques for dealing with negative responses
- » Directive and conscience questioning techniques maintaining the 80/20 rule
- » The different levels of conversation and how to use them
- » How emotions and feeling can lead to biased decisions and opinions

### IN ADDITION

The course will be underpinned by differing communications styles, an introduction to the power of NLP and emotional intelligence.