



Results Through People

People Leader as a Coach

Creating the Conditions for Successful Performance

This was the best management training I have ever attended. I feel more confident about having a coaching conversation and giving feedback which I have often avoided doing in the past.

Financial Services Client

Anne Paterson, Workshop Leader

Anne has over 20 years' experience in the areas of Learning and Development and Human Resource Management in the UK, mainland Europe and Australia.

She was Head of Human Resources for Flight Operations in British Airways and HR Manager Europe, providing consulting support and advice to 24 countries. Since establishing Results Through People in 1995, Anne has worked with a wide range of clients across both public and private sectors.

Taking a Practical Approach

Coaching is about getting the best possible return on investment from one of our most valuable assets today - our people. It is a critical leadership skill, but taking a coaching approach to leading people is not a natural style for most managers. The program has been designed, therefore, to focus on creating a coaching mindset, as well as developing core coaching skills. It provides practical tools and resources to support the coaching process.

Applying the skills of Coaching will help leaders increase their leadership impact, improve staff performance and morale, develop individuals' potential and assist in the retention of their people.

Learning Outcomes

This program provides leaders and managers with the skills to:

- incorporate coaching into their current role and responsibilities
- communicate effectively
- provide specific and meaningful feedback
- use a coaching framework (GROW) to plan for, and guide, coaching conversations
- create an environment of trust that supports and encourages individuals' development and helps them reach a higher level of performance
- apply a coaching process that results in clear agreements and commitment to action.



Course Overview

The Program is delivered as a face to face Workshop with supporting **pre-reading and pre-work**, or as a **'blended learning'** option, with the opportunity to support the learning with follow-up one-on-one telephone coaching. The content can be customised to reflect the language of each client's business, and to incorporate relevant references to the people management processes clients already have in place.

- What Coaching is
- Being an effective Coach
- Applying 4 key skills of Coaching
- Giving Effective Feedback (with skills practice)
- Active Listening
- Using GROW to conduct Coaching sessions
- Coaching skills practices
- Preparing for the 'Coaching in Action' follow-up

Contact Results Through People
Tel: 1300 807 904

To find out more go to www.rtpeople.com.au