



Coaching Skills For Managers

1-Day Workshop

MTD Training Centre, Coventry

About MTD



MTD, the management training specialists, has been working with a wide variety of clients (both large and small) in the UK and internationally since 2001.

Since that time we have delivered training in over 23 different countries to over 1,500 different organisations.

Our head offices are based in the Midlands where we have our very own training centre, including a multi-media suite that enables us to provide a full range of blended learning solutions including video, podcasts, e-learning and online support solutions.

We specialise in providing:

- In-house, tailor made management training courses (1-5 days duration)
- Open courses (Delivered throughout the UK at various locations)
- Management & leadership development programmes (From 5 days to 2 years)
- Blended learning solutions (online and offline)
- Corporate and executive coaching (With senior or middle managers)

Our team of highly skilled and experienced trainers and consultants have all had distinguished careers in senior management roles and bring with them a wealth of practical experience to each course. At MTD Training we will design and deliver a solution that suits your specific needs addressing the issues and requirements from your training brief that best fits your culture, learning style and ways of working.

Our Key Unique Selling Point

“Bespoke, practical and quality training delivered by a trainer experienced in your industry is a “given”. Where we really make a difference is how we help your managers to embed and implement the learning after the course. We offer industry leading post course support to make this happen so you get a real, tangible return on your investment”



Head Office:

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MTD Have Worked With...

Credibility and trust are two important factors when selecting an external training partner as you will want to know that you are in safe hands. From multi-nationals through to the small business, no matter what your industry, size or complexity is, we have delivered training to over 1500 different organisations that include:



Coaching Skills For Managers

"Learn How To Become A Great Coach And How To Get The Best Out Of Your Staff Through Developing Their Skills And Behaviours Through Coaching"

Overview

A fun, highly participative and practical 'Coaching Skills for Managers' 1-day course designed to provide you and your managers with the tools and skills necessary to become an outstanding coach.

Coaching is the quickest and most effective method of developing members of staff.

Good coaching and performance management leads to self-motivation and an attitude that is oriented towards solutions and continual improvement rather than problems and avoidance.

This course helps turn managers into effective coaches.

Who Will Benefit From The Course?

- Managers responsible for the development of others
- Team leaders and supervisors who want to get the best out of their people
- Line managers who want a structured and effective method of performing their monthly one to ones
- Line managers who want to develop their staff in their current role and also longer term

What Will You Gain From the Course?

- Delegates will go away with a thorough understanding of the principles of coaching and management styles
- Delegates will go away with coaching models that they can use back in the workplace
- Delegates will understand the importance of ownership and how to take ownership of staff development and continuous improvement
- Delegates will learn "What to say" and "How to say it" when providing feedback to staff
- Delegates will learn the importance of non-verbal communication when performing coaching
- Delegates will be able to prepare, deliver and review coaching sessions so that they continually improve

Course Agenda

Introduction and objectives

What Is Coaching All About?

Why is it so effective? What is coaching? What coaching is not. The different uses of coaching i.e. immediate feedback, regular meetings, performance, ongoing development.

Coaching As A Managerial Style

Advantages of coaching for increasing performance and staff development. Why is coaching so important etc. Observing performance – finding opportunities.

How To Give Motivational Feedback

Learn templates and models of how to give constructive and helpful feedback. Deal with performance issues there and then when they happen. Phrases and statements to use. Role-plays and team exercises.

Lunch

Coaching Models & Templates (including GROW model)

Introduction and practical implementation of coaching models for:

- Understanding learning styles
- Building rapport and trust
- Setting SMART objectives
- Giving immediate/on the job coaching
- Regular 121's
- Performance meetings

Role-plays and practical exercises.

Understanding People And Their Motivations

A section dedicated to understanding the world according to others. Their beliefs, values, behaviours etc. How to understand this and how to apply it to the working environment for performance improvement. Practical exercises and role-plays.

Close And Action Planning

Your Course Leader



Mark Williams

Mark Williams averages an overall feedback score of **9.45 out of 10** across 8 different criteria for the open courses that he runs. This is based upon his last 104 feedback forms.

Comments From Previous Courses

"The course was exceptional. ..."

"The course was exceptional. What I liked about it was that it was very good information, funny, affirming (as individuals and as a group), practical and has benefits far beyond the content. The facilitation was excellent. Thanks for all this. You are an exceptional company and it was great being on the course"

Susan Grant - Manager - Duni Group

"The practical exercises were fun and I really got some meaningful learning out of each one"

"Thanks to the trainer's wonderful tips, techniques and his humour and approach I was able to understand what I needed to do back in the workplace. The practical exercises were fun and I really got some meaningful learning out of each one - he had the uncanny knack of being able to make learning an enjoyable process for the whole day. Thanks!"

Ian Dobson - Communications Manager - Lloyds TSB

"Was exactly the insight and catalyst I needed to step up my game"

"I had a really great time and it will be really useful going forward. Was exactly the insight and catalyst I needed to step up my game. A very good course"

Steven Wyer - Data Governance Manager - Capital One Bank

"It was upbeat, energetic and fun"

"The trainer's style was excellent and really made me want to learn more. It was upbeat, energetic and fun"

Olivia McLaughlan - District Manager - Claire's Accessories

Registration Fee

£349 + vat

Included Within The Registration Fee:

- Course Manual
- All Refreshments
- Lunch
- Course Materials
- Course Certificate
- Unlimited email support from your trainer after the course

Ongoing Email Support



After the training, your managers can email their trainer at anytime for help or guidance. They might be implementing some techniques that they have covered on one of the workshops and want some tips on how to implement it for their specific situation.

Whatever the reason, your trainer is available for your managers whenever you need us.

Learning is just the start of the process! We will be with you every step of the way while your staff implement what they have learned.

Require Accommodation?

MTD have negotiated special discounted rates with local hotels if you need somewhere to stay.

Please contact us and we would be happy to arrange all of this for you.

Next Steps & Booking Information

Questions/Queries

Call us - 0800 849 6732

Email us – enquiries@m-t-d.co.uk

Booking

If you would like to book a place on this course you can call us on 0800 849 6732, complete our online booking form or download our Booking Form (Word Format) and email it back to us. Details of locations, dates and availability for each course are at <http://www.m-t-d.co.uk/opencourses.htm>

You will find the booking forms on the respective pages.

Once You Have Booked

We will then send you a confirmation letter, invoice and joining instructions. You can pay through invoice or credit card. Invoice terms are 30 days after invoice date.

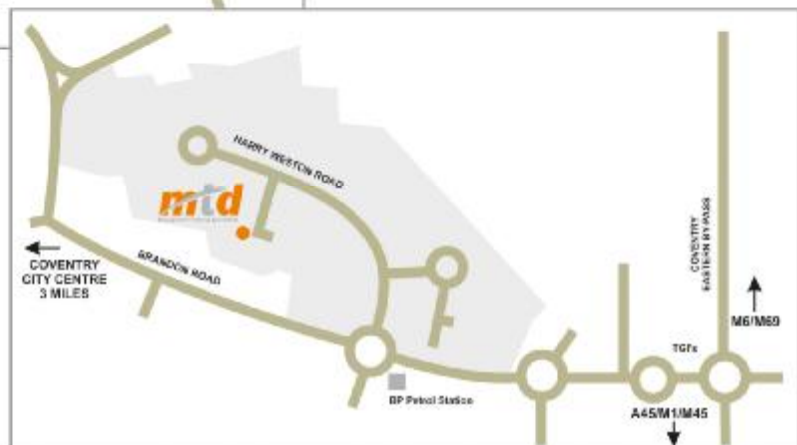
About The MTD Training Centre - Coventry



The location of your training event is a very important factor for us as we want to provide you with only the very best facilities for your course so that you can arrive easily and hassle free and enjoy a great learning environment. At MTD's head office in Coventry we have our very own training rooms that were purpose built from scratch to provide you with a great learning experience.

We have always received excellent feedback from all of our delegates about the venue.

Our training centre is less than a 5 minute drive from the M6, Junction 2 and only 15 minutes in a taxi from Coventry Train Station. Birmingham Airport is just 14 miles away. Car parking is free as well!



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