



Coaching Skills For Managers

1-Day Workshop

**MTD Training Centre,
Coventry**

Background



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 **2,500 different organisations** and have helped over **50,000 managers**.

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:

MTD Training, 5 Orchard Court, Binley Business Park, Coventry, Warwickshire, CV3 2TQ

Website: www.management-training-development.com

Email: enquiries@management-training-development.com

Telephone: 0800 849 6732

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 **2,500 different organisations** and have helped over **50,000 managers** that include:



Coaching Skills For Managers

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

Course Overview

Being able to coach effectively is a key skill that every modern day manager needs to have in their skills tool box.

Not only does it enable your staff to think through problems themselves but it also creates a culture of self-awareness and continuous improvement which creates a lot of long term benefits for the individual and the company as a whole.

This course is a 1-day practical workshop where your managers will learn the key skills of how to coach effectively in a number of different situations.

Not only will they discover how to coach in formal sit downs but they will also learn how to coach "in the moment" and over the telephone too.

Who Will Benefit From The Course?

- All managers who need to develop their staff
- Managers who find it difficult to give feedback in the right way
- Managers who want to learn a formal and structured way of coaching

What Will You Gain From The Course?

- Managers will understand the importance of coaching for staff development
- Managers will understand the differences between coaching and other managerial styles
- Managers will develop an armoury of different coaching models to use (GROW etc)
- Managers will develop their questioning and listening skills in coaching situations
- Managers will learn how to give and receive constructive feedback

Course Agenda

Understanding The Importance Of Coaching

Why should you coach? When to coach? Identifying who is a great coach. What does an excellent coaching session look like?

Coaching As A Managerial Style

Different managerial styles and where coaching fits with this. Understand your own managerial style and how often you use the coaching style within this mix.

Feedback Techniques

When to give feedback. How to give constructive feedback that motivates! The feedback template model. What the recipient of feedback goes through when you provide feedback. Practise and application of learning.

Different Coaching Models

Structured models to use when coaching. Using the GROW model and other frameworks within your coaching sessions.

Application of coaching models in regular 121 meetings, "as it happens" coaching and formal reviews.

It's Not What You Say It's How You Say It

Understand the impact of positive and negative body language, tonality and inflection. Your message can get lost if you don't communicate the message in the right way. It's not what you say, it's how you say it that can make or break a coaching session.

Advanced Coaching Strategies

Understanding and applying some NLP techniques to unearth the beliefs and values of your staff so you can coach them more effectively. Understand how they think and process information so you can create productive coaching sessions.

Comments From Previous Courses

"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

"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

"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

"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

Your Course Leader



Mark Williams

Feedback From Our Last 10 Courses (Based on Feedback from 96 delegates)

Area	Average
Trainer's Knowledge Of The	9.6 out of 10
Trainer's Presentation Skills	9.7 out of 10
Trainer's Helpfulness	9.8 out of 10
Variety Used In Delivery	9.4 out of 10

Locations

<p>Holiday Inn Heathrow, London Sipson Road, West Drayton, Middlesex, UB7 0JU 3 minutes off Jct 4 off M4</p>	<p>MTD Training Centre, Coventry 5 Orchard Court, Binley Business Centre, Harry Weston Road, Coventry, CV3 2TQ 5 minutes off Jct 2 of the M6</p>
<p>Holiday Inn NEC, Birmingham Bickenhill Parkway, Birmingham NEC, Birmingham, B40 1QA 2 minutes off Jct.4 of the M6</p>	<p>Holiday Inn Wakefield, Leeds Queen's Drive, Ossett, Wakefield, Leeds, WF5 9BE 2 minutes off Jct.40 of the M1</p>
<p>Hilton Hotel Manchester Airport Manchester Airport, Outwood Lane, Manchester, M90 4WP 5 minutes off Jct.5 of the M56</p>	<p>Hilton Hotel Euston, London 17-18 Upper Woburn Pl, London, WC1H 0HT 2 minutes off Jct.2 of the M25</p>
<p>Hilton Hotel Bristol Woodlands Ln, Bradley Stoke, Bristol, BS32 4JF 2 minutes off Jct.16 of the M5</p>	<p>Holiday Inn East Midlands Airport Hunter Road, Castle Donington, Derby, DE74 2TQ 2 minutes off Jct.23a of the M1</p>

Registration Fee:

£295 + 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 any time 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.

Next Steps & Booking Information

Questions/Queries

Call us - 0800 849 6732

Email us - enquiries@management-training-development.com

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) from the Coaching Skills For Managers page and email it back to us.

Once You Have Booked

We will 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.

Require Accommodation?

MTD have negotiated special discounted rates with local hotels if you need somewhere to stay. Please contact us to take advantage of the discounts that you can receive.