



Great Leaders utilise Coaching Skills

Coach a team member, in order to enhance the individual's performance in the work environment.



APPROVED
SILVER
TRAINING PROVIDER PROGRAMME

UNIT STANDARD NUMBER:	113909
LEVEL ON THE NQF	: 3
CREDITS	: 5
FIELD	: Business, commerce and management

PURPOSE OF THE PROGRAMME

This programme has been developed specifically to provide a manager, supervisor, team leader or any individual wishing to utilise coaching skills in their role in the workplace with the necessary knowledge, skills, tools, techniques, and practical experience related to "Coaching a team member in order to enhance the individual's performance in the work environment".

DURATION OF THE PROGRAMME

The course is 3-days classroom training and has a three month portfolio of evidence to complete for practical experience

THE QUALIFYING LEADER WILL BE CAPABLE OF:

- Explaining the concept of coaching in a business environment.
- Understanding the difference between coaching, mentoring, counselling & psychology.
- Gaining a better understanding of the Human being and Coaching, neuroplasticity, what constitutes for a brain and what coaching is and is not!
- Demonstrating skills and techniques required of a coach.
- Developing an action plan to coach team members.
- Gathering evidence and monitoring progress.

TOPICS WE WILL COVER IN THE PROGRAMME

1. History of Coaching
2. The difference between Coaching & Training
3. The Human being and Coaching
4. Neuroplasticity
5. Did you know that you have 3 brains?
6. What constitutes for a brain?
7. What COACHING is and is not!
8. The importance of true Communication
9. Methods of communication
10. The presuppositions & mind reads of NLP
11. Presuppositions
12. Active & Deep Listening
13. Listening skills
14. Excellent Questioning Techniques
15. The coaching process
16. Coaching Contracts and Agreements
17. Building trust and rapport
18. Coaching skills, tools and models
19. Coaching Styles & Models
20. Monitoring & Feedback
21. Action, Accountability & Assessment
22. Evaluating the growth & development process
23. Coach Credentialing guidance



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