



the Management Development Institute

business and management education since 1981

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Coaching

Code: CT91-904

Duration: 1 day

Series: Business Management

Fundamentals of coaching

Coaching overview
Coaching foundation and strategy

Coaching diverse employees

Personality styles
Trust relationships

The coaching process

The coach-employee relationship
Objectives, expectations, and goals
Performance evaluation

Communication

Verbal communication
Nonverbal communication
Effective questioning
Interpersonal meetings
Face-to-face communication
Productive confrontations

By completing this course, participants will learn how to:

- ✚ Define coaching and identify the qualities of an effective coach; and build a coaching foundation and plan a coaching strategy.
- ✚ Motivate employees by identifying their individual personality types; and build trusting coach-employee relationships.
- ✚ Work through the coaching process of maintaining healthy coach-employee relationships, communicating expectations and goals, and evaluating employee performance.
- ✚ Use language and nonverbal methods to clearly communicate your message; and retrieve the desired information by using effective questioning.
- ✚ Support your coaching style by conducting productive face-to-face meetings and confrontations.

Prerequisites: None