

# HR Coaching Skills

For all HR managers/staff who need to coach managers to deal effectively with team issues rather than taking on prime responsibility for this area | **2 days\***

\* Ideally, but can also be 1 day

**Participants will be able to coach managers to coach their team members, manage poor performance and discipline issues, and deal with the more challenging team members.**

## Objectives

On completion of the training, participants will be able to:

- define what coaching is, and how it differs from mentoring, counseling, and the telling (*command and control*) style of management
- know why coaching is so important, and how they can use this skill to help managers achieve their goals as leaders/managers and deal with challenging performance issues
- determine their own coaching style and scope for improvement
- apply the GROW model when coaching managers
- effectively deal with the barriers that can arise with coaching others
- be both assertive and empathic in their coaching of managers
- apply these skills with greater knowledge, confidence and commitment

## Key Content

- What is coaching? What isn't?
- Coaching and performance management
- The GROW coaching model
- Assertiveness and Empathy
- Dealing With Difficult People
- Key Communication Skills
- Giving Constructive Feedback
- Overcoming Barriers To Coaching
- Skills Practice

## Comments by Participants

- The course was fantastic and certainly met the expectations required. It gave a great picture of how to deal with different HR situations.
- The course more than met my expectations
- Fantastic – everything we needed
- Very useful – feel able to deal with helping managers to be empowered
- Effective and extremely useful
- Very useful – lots of good examples; role plays made us understand
- Extremely – precise, concise and valuable
- Very effective. I liked your personal experiences as it allowed us to relate to what we are learning
- The course content was extremely beneficial; it covered a lot of areas that I needed to improve on