



## **Coaching and Counseling Skills for Effective Leadership**

Duration: One day

Time: 9am – 4pm

For: Managers and Supervisors

### **PROGRAM OBJECTIVES**

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- ◆ Understand how coaching and counseling can be used to develop your team.
- ◆ Develop the coaching and counseling skills that help improve individual performance.
- ◆ Demonstrate the behaviors and practices of an effective coach and counselor.
- ◆ Recognize employees' strengths and give them the feedback they need to succeed.
- ◆ Identify employee problems and ways you can help to correct them.

### **METHODOLOGY**

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Workshop consists of lecture/discussions, visual aids, individual and group activities.

### **Content Domain**

Definitional Issues

Clearing up some possible confusion

The purpose of coaching

Building leadership capability through coaching

How should a manager coach?

Key principles of coaching

- Self-Esteem
- Empathy
- Share
- Involvement
- Support

Two critical ingredients of successful coaching

- The observation process
- The feedback process

The coaching model

- Preparing for a session
- Conducting the session
- Developing an action plan
- Coaching beyond the session

Ten qualities of a dream coach

Delegation and empowerment: critical to effective coaching

Counseling: a leadership skill

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