

Powerful Coaching Skills: How to Create a High Performing Team



Course outline

Provided by: Performance Management Consultants – PMC Training

Reference no.	227-16
Duration	2.00 day(s) 12:00 hours ¹
Website link	https://pmctraining.com/training/powerful-coaching-skills-how-to-create-a-high-performing-team/

Move Your Team's Performance to the Next Level

This interactive workshop provides an opportunity to reflect on the strengths and weaknesses of your team, and discover the key ingredients of a winning team. You'll learn how to analyze key issues of performance and behaviour, and to coach team members using a disciplined approach that builds on shared understanding and agreement on objectives. You'll come away with a personal action plan for making your own team stronger and more productive.

Learning outcomes

At the end of this workshop, you will be able to:

- Identify the skills and behaviours that make a winning team
- Manage team performance and behavioural issues more effectively
- Use the feedback model to give feedback in a constructive and motivating way
- Develop collaborative action plans to improve performance and/or behaviour
- Plan, prepare, deliver and evaluate a coaching session
- Recognize the importance of "team talk" and team-building activities
- Develop your own action plan for building a winning team

Workshop topics

Overview of Leadership Styles

- Understanding the situational leadership model
- Identifying the benefits of delegation for team building
- Identifying the situations that benefit from a coaching style

¹ The course hours reflect teaching time that often correlate with continuing education credits (CEC) or professional development units (PDU). Please check with your profession's governing body, as there is no universal approach.

Performance Issues

- Focussing on poor performance
- Setting performance standards and performance criteria
- Gaining agreement from the post-holder
- Identifying the gap between actual and desired standard of performance
- Developing a range of strategies for improving performance

Behavioural Issues

- Analyzing conflicts and tensions within the team
- Developing a range of strategies for improving team relationships
- Dealing with difficult behaviour

Coaching Techniques

- Selecting a coaching style to match the individual situation
- Communicating the performance gap
- Agreeing on key areas, targets, and performance standards
- Defining the learning objective
- Identifying the skills and attitudes of an effective coach
- Using powerful questioning techniques
- Using voice and body language to motivate
- Planning and delivering a structured coaching session
- Giving constructive feedback in a confident and positive way
- Measuring the success and impact of the coaching

Characteristics of a Winning Team

- Recognizing the importance of "team talk"
- Practising some team-building activities
- Developing your own action plan for building your own team

Prerequisites

There are no prerequisites for this course.

Who should attend this course?

Managers, supervisors, team leaders and anyone responsible for coaching others.