

COACHING SKILLS FOR MANAGERS

COURSE OUTLINE



DYNAMIC TRAINING BY THINK LEARN SUCCEED

Training to inspire positive deviance

Course overview

Workplace coaching is a technique for unlocking potential and inspiring peak performance. Learn to use positive coaching techniques to build a thriving team. Use structured conversational techniques to help your people solve tough problems, make great decisions and learn from challenges. Raise motivation and engagement using positive goal setting processes. Get hands on experience using four essential coaching tools: solution focused questions, reflective listening, reframing and engaging feedback statements.

What you'll learn in this course

By the end of this course, you should be able to achieve these results.

- Decide when to use coaching, rather than training, counselling or mentoring
 - Use 'Socratic dialogue' tools to guide a coaching conversation
 - Lead a short coaching session using a three-step process
 - Ask solution focused questions
 - Engage and connect during coaching sessions, using advanced listening tools
 - Challenge unhelpful thinking patterns using reframing statements and questions
 - Use feedback to foster growth mindsets and reflective learning
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Topics you'll cover

- Introduction to coaching
- Present to desired state model
- Solution focused questions
- Active listening
- Reframing
- WISH feedback
- Practical coaching session

Meet your facilitator

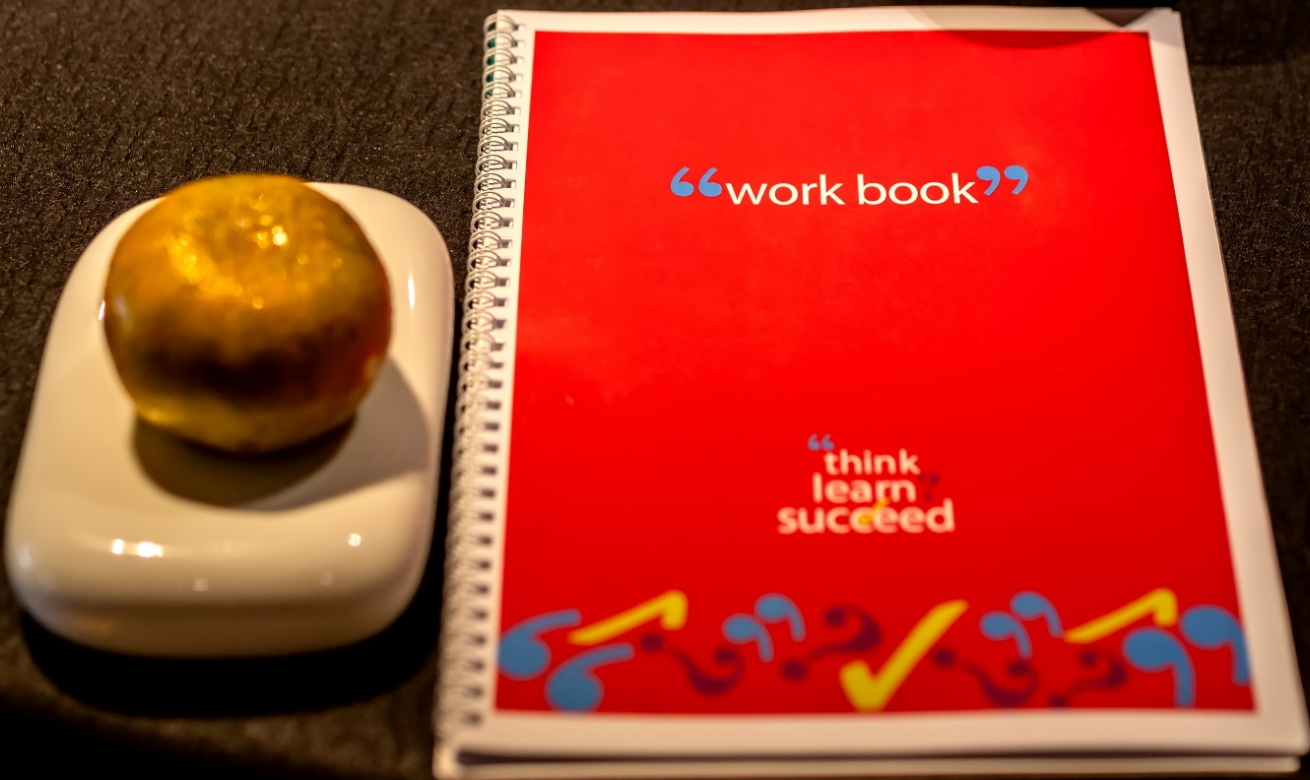
Eleanor Shakiba is a positive psychology trainer and success coach. Her training style is dynamic and bold, with a dash of quirky humour. She believes that interaction, activity and experimentation promote learning. That's why she uses experiential training techniques instead of 'chalk and talk' lectures.

In her early career, Eleanor ran an educational theatre company. In the mid 1990s, Eleanor discovered her passion for facilitation and adult education. She worked for ten years as a trainer and facilitator at the University of Sydney. In 2006, she founded Think Learn Succeed – a business which delivers training courses and coaching. Eleanor loves working with 'positive deviants'. These are people who differ from the norm in constructive ways. Eleanor works with positive deviants to create vibrant business cultures and peak performance.

Eleanor is qualified in Social Anthropology, Adult Education, Counselling and Positive Psychology. She delights in helping professionals learn skills for success in the real world, using interactive learning techniques. Her students describe Eleanor as 'a lively and enthusiastic presenter who can keep you engaged for hours.'

Creativity is Eleanor's signature strength. She loves using it to write books, video scripts and online training programs. Eleanor is the author of *Difficult People Made Easy* and is currently writing her second book, *6 Habits of Savvy Female Negotiators*. She has also created over 120 training programs and a range of online learning courses.





BOOK THIS COURSE FOR YOUR TEAM
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