

AT A GLANCE:



M COACHING FOR SUCCESS



WHAT'S THIS THEME ABOUT?

Coaching is probably the most important aspect of a manager's role. It's the most powerful way to help your people reach their full potential, and at the same time gives you the greatest feeling of accomplishment. Managers who are good coaches get great results from their people, they experience less unplanned attrition and they have higher engagement scores. This Management Matters theme sets managers on the path to becoming a great coach. We'll explore the skills needed to be an effective coach, and put them into practice using a popular coaching model.

WHY IS THIS IMPORTANT?

"Our chief want in life is someone who will make us do what we can" - Emerson

You can lead a horse to water but you can't make it drink! And similarly, you can tell a person to improve their results but you can't make it happen - only they can. Telling, threatening, and incentivising won't work if they:

- Don't want to do it, or
- They don't know what to do differently

Coaching creates a level of self-awareness that changes behaviour and performance. Through coaching, the person is able to set their own goals, identify their strengths and weaknesses, agree solutions and own the outcome.

IDEAL OUTCOMES

'Coaching for Success' is about your management team knowing:

- The difference between coaching and telling
- How to structure a coaching conversation
- How to encourage the coachee to explore their own performance
- The importance of a trusted coach/coachee relationship

'Coaching for Success' is about your management team being able to:

- Assist the coachee to sort the facts from emotions and feelings
- Guide the coachee to overcome limiting beliefs
- Ask effective questions that provoke insight, discovery and action
- Listen attentively to the coachee and focus on their agenda

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