

Enhancing Your Coaching and Empowerment Skills

OVERVIEW

This course will develop two very important skills necessary in an environment that demands accountability and performance. The Coaching module will provide you with an overview of the coaching skills required to motivate others to achieve higher levels of performance and productivity. Coaching empowers employees, allowing them to take responsibility for their own performance and supports them for continued improvement. The coaching principles developed in this module will get results through increased commitment and accountability of individuals and work teams.

Empowerment is the next step in developing employees. It offers a way to achieve recognition, involvement and a sense of worth in their jobs. Improved relations between management and staff are a result of successful empowerment. Through effective human relations, leaders become more approachable, reduce tendencies to dominate and increase tolerance for differing points of view. This module will examine ways and means that you can empower your work unit.

OBJECTIVES

At the conclusion of this **1 day** workshop, each participant should be able to:

1. define what coaching is and discuss why it is an increasingly important skill
2. identify and use the steps in the coaching process
3. identify the elements of successful coaching
4. describe how to use a performance formula to focus your coaching approach based on the needs of your team members
5. describe the following coaching tools: credibility, contracting, consequences, contact
6. choose the most appropriate coaching approach for each coaching situation
7. identify strategies for improving relationships with team members and colleagues
8. describe the true meaning of empowerment
9. describe specific actions which you can take to empower your work group
10. and identify strategies to address the barriers to empowerment