



IRISH LIFE COACH INSTITUTE

*Professional Coaching & Coach Training*

# **Certificate in Management Coaching Skills**

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# COACHING SKILLS FOR MANAGEMENT

## Coaching in Business

Coaching has huge benefits for companies and many are beginning to train all their Line Managers and Team Leaders in coaching skills. It can be used in companies or organizations to help individuals to perform more effectively, improve their interpersonal relationships, manage conflict better, develop junior colleagues, and to become more strategically aware on wider organizational concerns. Its focus in the workplace is on achieving higher and more consistent performance levels, increased productivity and a happier, healthier and more engaged and committed workforce. This is clearly to everyone's benefit.

### Objectives

Line Managers and Team Leaders will have a practical understanding of the main coaching models and will use coaching skills to enhance their own performance and effectiveness, and to coach key staff members to the same end. They will be role models for this new high level of performance and effectiveness for all employees working in their departments.

### Application

- Trained Line Managers/Team Leaders can pass on their coaching skills to their employees. This will connect them to their power (their hidden talents and abilities) which will help them to perform any task effectively, communicate effectively, and take personal responsibility through enhanced self-awareness.
- Coaching their staff to perform with greater effectiveness, greater awareness and greater organisational understanding.
- To coach their staff on their specific talents and create a situation in the company to have people doing the tasks they are suited to (where possible).
- They would motivate their staff by focusing on what they can do well and encouraging them in the areas they need to improve on.
- Line Managers/Team Leaders will be more aware of their own strengths and limitations in relation to managing their job more effectively, and will have more clarity and focus, and be able to produce more effectively at a higher level.
- Coach staff to manage change (planned and unplanned) effectively.

Our style is dynamic, motivational and inclusive, and encourages directness and honesty in others. We seek to induce high levels of focus and personal responsibility in our clients.

## Duration of Course

The training will be of 8 days duration and can be tailored to the organisation's requirements. However the minimum time in which the training can be completed is 3 months and the maximum time is 6 months.

## Course Contents

The course will revolve around the learning, understanding and application of the coaching skills mentioned below and will be underpinned by related topics to ensure understanding and appropriate use of the skills:

### Coaching Skills:

1. Building and Maintaining Rapport
2. Listening Skills – Levels 2 and 3 listening
3. Questioning Skills
4. Conflict Resolution
5. Motivating self and others
6. Self awareness, self confidence and assertiveness
7. Facilitating clarity and focus in self and others
8. Team building and team coaching
9. Managing and adapting the coaching process
10. Identifying communication filters utilising specific NLP coaching techniques

## Course Methodology

The course utilises a variety of instructional techniques including Audio/Visual presentations, coaching role plays with tutor feedback, experiential and interactive exercises and supervised peer coaching sessions

## Accreditation

This programme is accredited by the LBCAI (Life & Business Coaching Association of Ireland)

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“I highly recommend the ILI's coaching programmes. Any organisation focused on facilitating employee development would benefit greatly from these high calibre programmes.”

*E O'Reilly, Commercial HRM, Meteor Mobile Communications*

“The ILI coaching programmes are exceptional. I have found their work not only to be both professional and impactful, but truly meaningful in terms of practical application”

*M Burke, Manager, Management Development, Paypal, Ireland*

