



### COACHING SKILLS FOR MANAGERS™

A manager who is a good coach will create a culture where employees trust each other, and value other team members' performances as much as their own. During the course, managers will develop a mindset for coaching and develop the skills to coach with confidence.

Coaching is a powerful management skill to help managers to support the personal development of their team members, problem-solve and innovate at a team or individual level, lead for change and resolve conflict. This course is designed to develop the skills for managers to use coaching effectively to manage their teams on a day-to-day basis. They'll become able to adopt a transformational leadership approach to manage their teams and work more effectively as a team member with their colleagues.

This is an online, fully interactive facilitator-led course designed to develop managers' capability to use coaching as a leadership style and as an approach to manage a wide range of scenarios such as:

- Resolving conflict
- Problem-solving
- Supporting personal development
- Influencing without position power to achieve win/win situations
- Adopting a mindset of abundance rather than win/lose
- Creating a culture of innovation
- Developing responsibility in team members to create solutions



### OBJECTIVES

Participants benefit from attending the course in the following ways, they will:

- ✓ Develop a mindset for appreciative enquiry as an effective way to create awareness of self and others.
- ✓ Understand the 6 different styles of leadership and the role of the coaching style in leading a team to manage performance and promote innovation.
- ✓ Acquire greater adaptability as an emotional intelligence competency.
- ✓ Manage situations where the manager doesn't have all the skills or expertise to provide direct instructions but can use coaching to unleash capability in others.
- ✓ Handle conflict at an earlier point, nipping issues in the bud through a coaching approach and be able to demonstrate impartial, objective support to parties in conflict to help them reach positive solutions.



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## WHO IS THIS COURSE FOR?



All types of managers, from team leaders to senior executives, HR professionals and trade union representatives.



## DELIVERY

### Coaching Skills for Managers™

A one-day course delivered online or in-house.

This TCM Blended learning programme incorporates pre- and post-course learning to support participants' development of knowledge and skills. All delegates receive 12 months follow up support to help them to embed the learning. Participants can develop peer networks through interaction before, during and after the programme to share knowledge and resources. In-house programmes can be customised to include:

- ✓ Coaching
- ✓ Team development
- ✓ 360 degree feedback
- ✓ Personality Profiling

Coaching Skills for Managers™ can be incorporated into a wider modular development programme for in-house leadership development programmes with any of our leadership, communication and mediation courses in a fully customised blended learning programme.

**Trainers:** Delivered by TCM's expert trainers. The course uses a variety of teaching styles, is highly interactive and enables participants to apply and receive feedback on their skills.

**TCM**  
GROUP



ENGAGE  
LEADERSHIP™

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Please contact us for more information:



Call: 0800 294 97 87  
+44 (0)20 7404 7011



Email:  
[info@thetcmgroup.com](mailto:info@thetcmgroup.com)



Business Design Centre,  
52 Upper St, London, N1 0QH



Website:  
[thetcmgroup.com](http://thetcmgroup.com)