



**BITNER
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PARTNERSHIP



INTRODUCTION TO COACHING

ESSENTIAL SKILLS FOR TEAM LEADERS

This two-day workshop introduces Conversational Coaching for Team Leaders on-the-go. Being able to notice and stop yourself from just giving advice to pose exactly the best question in the moment turns an otherwise good leader into a star performer.

LET'S START A CONVERSATION

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CALL BILL: 083 462 0439
bill@bitnerphillips.com

INTRODUCTION TO COACHING

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“Coaching is an attitude or way of thinking designed to encourage learning-by-doing-on-the-job.

People’s performance improves when their managers show interest in them.”

BILL PHILLIPS

THIS HAPPENS WHEN LEADERS COACH

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WHO IS THIS FOR?

This introduction to coaching as a way of leading and managing others is especially designed for team leaders, supervisors and managers who have gained their positions through technical expertise, dedicated hard work or experience, and who might not have had the luxury of management or leadership training. Instead of flying by the seat of their pants, it connects the skills of coaching with the demands of getting work done through others.

INTENTION OF THIS TRAINING.

To affect in a positive and practical way the quality of teamwork and performance in the company, based on intelligent conversation and coaching on-the-move. Delegates end up with a solid foundation in how to engage their team members as co-conspirators in high performance.

It focuses on the transition from the common workplace habit of giving advice and instructions to helping people take initiative and learn to work things out for themselves. Team leaders learn to “stay on the raft” when their co-workers might have “fallen into the water.”

They work on the basics of building connection, of reading people’s involuntary signals, of sensing and positively affecting co-workers’ mental and physical states for best results. They learn how to coach in their own working environment by discovering and working out what coaching is and how it can work there.

They learn to ask questions that upgrade people’s thinking, and to recommend ideas in ways that place ownership in the hands of those taking the action.

They make a shift in perception of the Team Leader’s role and how to optimize it, not only in setting and agreeing objectives, but in following progress, giving attention and encouraging learning and solution-seeking.

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PROGRAM OUTLINE

ESSENTIAL SKILLS FOR TEAM LEADERS

This two-day workshop introduces Conversational Coaching for Team Leaders on-the-go. Being able to notice and stop yourself from just giving advice to pose exactly the best question in the moment turns an otherwise good leader into a star performer. For busy people in charge, a mental checklist called the GROW Model enables perfectly tuned responses when issues of Goal, Reality, Options or Will don't necessarily come up in sequence. Yet it structures formal coaching conversations and supervision too where these fit.

Delegates learn:

- ✓ How to instantly focus attention for accurate listening
- ✓ How to use the GROW Model in its entirety and in fragments
- ✓ How to connect with Rapport and respond effectively to unconscious 'body language'
- ✓ How to help colleagues think and answer clearly by targeted super-questions
- ✓ How to give and receive clear and specific instructions to gain expected results
- ✓ How to enjoy receiving and giving feedback that motivates and energizes
- ✓ How to guide and offer ideas and suggestions that hand ownership to the receiver
- ✓ How to have colleagues play to their strengths, feeling safe, trusted and supported
- ✓ How to manage misunderstandings with no sense of conflict
- ✓ How to encourage creativity, curiosity and team-spirit

Optional Individual Coaching

We can provide additional coaching for delegates individually, enabling them to consolidate their learning, and to assist them with resolution of challenging workplace dynamics where these exist.

We are happy to discuss this with you when agreeing contracts.

Delivery Format

We are flexible. Depending on quarantine restrictions, the program can be class-led, a mix of class and virtual or entirely delivered online.

Depending on your business availabilities, this 2-day workshop can be run in 4 half days, 1 day per week or 2 days in a row.

ACCELERATED LEARNING

- ✓ We encompass in our training all learning formats and individual learning styles
- ✓ The workshop is mostly experiential allowing delegates to learn by doing
- ✓ The practice exercises are designed to work on conscious and unconscious levels so the learning is ingrained more deeply
- ✓ We work with people's learning states to ensure that learning comes easily

All the above processes accelerate learning, meaning that delegates learn much more in far less time, and with much less effort.