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PARTNERSHIP



IN-DEPTH COACHING FOR LEADERS

THE ULTIMATE IN GETTING THE BEST FROM YOUR PEOPLE

This five-day workshop goes beyond the Introduction To Coaching – Essential Skill For Team Leaders.

LET'S START A CONVERSATION

CALL BILL: 083 462 0439
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www.bitnerphillips.com

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THE ULTIMATE IN GETTING THE BEST FROM YOUR PEOPLE



“Acquisition of coaching skills can have a powerful positive effect on transforming a business through improved working relationships, engagement and commitment.

People like to work, take responsibility and contribute creatively to solving problems when they are cared for and nurtured.”

BILL PHILLIPS

THIS HAPPENS WHEN LEADERS COACH

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As a leader, your key responsibility is to get the job done through and by other people. This involves avoiding doing the work yourself and being available to support, guide and enable. This is also what a Coach does, enabling the one they coach to tap into inner resources, find their direction, play to their strengths and go for it. This workshop weaves together capabilities, attitudes and tools available to NLP Coaches with demands and challenges that are familiar to leaders in the workplace. It helps you think like a Coach, recognizing your people’s questions, requests or fragments of conversations as opportunities to reply in coaching mode and get the best outcome in the moment. Focusing on the human element at the heart of leading, you recognize that a leader who coaches makes it easy for others to follow.



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.

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INTENTION OF THIS TRAINING

To enable a progressive and creative response from leaders and managers to day-to-day issues raised by their colleagues and direct reports. To help build a new habit and a reflex to start with questions rather than answers, with curiosity rather than programmed reactions in the face of challenges and uncertainty. To help leaders to think and act like professional coaches as their way of delegating and supporting the work of team colleagues.

Most Coach training programs focus on what coaching is, where it comes from and insist on comparing it with mentoring, counselling and even therapy. Definition and understanding seems important.

This program directs attention to the environment where the work gets done, to the relationships and to the conversations that oil the wheels. People need to know how to listen, how to ask questions, how to know they understand one another and attend to what's important. This induces a subtle and powerful shift in the ways that your leaders lead.

This is achieved through the medium of conversations

framed in the structure of coaching to ensure that learning, taking action and finding solutions stay in the hands of the person being coached.

With us, your people learn coaching by working out themselves what it is for them, given the pressures and demands of their working environment, and those that they work alongside.

Experiential learning may be an old-fashioned expression, but some fundamental principles never go out of style or value. Working with NLP we train by creating situations and contexts for discovery, in which people own what they learn, because they have discovered it for themselves. This works like coaching. People respond to teaching by trying to emulate the teacher and trying to remember what they are taught by rules and rote. Trouble is, memory is unreliable. When uncertain or ambiguous situations are offered and learners are tasked to invent responses or solutions, those solutions are the creations of the learners themselves.

This knowledge belongs deeply to them.



PROGRAM OUTLINE

IN-DEPTH COACHING SKILLS FOR LEADERS

THE ULTIMATE IN GETTING THE BEST FROM YOUR PEOPLE

Delegates learn:

- ✓ How learning works and the Coaching Mindset
- ✓ How coaching and intelligent conversations help you lead
- ✓ How they foster working relationships and improve performance
- ✓ How they establish and build a norm of Psychological Safety
- ✓ How to suspend judgement and encourage trust
- ✓ The NLP Toolkit:
 - How the body and nervous system process experience
 - How language works and meaning is not what it seems
 - How a person's state affects their performance, and how to work with states
 - How to frame conversations for mutual understanding
- ✓ How to specify instructions and check agreement when necessary
- ✓ How to engage curiosity and see failure as feedback
- ✓ How to articulate, demonstrate and engender a sense of direction
- ✓ How to engage attention and deepen working relationships through:
 - Establishing multiple levels of rapport
 - Listening with all the senses, refining observation and calibration skills
 - Working with Body Language and non-verbal behaviour
 - The art of giving and receiving feedback, creating motivation and pleasure
 - Asking beyond just open and closed questions to chunk up and chunk down the scope of conversations

Delivery Format

We are flexible. This program is most effective when class led. However, 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 5-day workshop can be run in any combination of whole or half days.

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.

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