

Coaching and Counselling Skills

Outcomes

The “Coaching and Counselling Skills” training empowers delegates to ...

- Apply coaching skills in the workplace
- Apply counselling skills in the workplace.

| Who should attend? | Duration |
|---|---|
| <ul style="list-style-type: none"> • HR Managers • Recruitment Managers/Officials • Team Leaders • Project Managers • Leaders and Managers (in general). | <ul style="list-style-type: none"> • Two-days. |

Training Content

Module 1: Introduction

This module explains:

- The programme objectives
- When to coach and when to interview
- Planning development.

Module 2: A systems approach in development

This module explains:

- How to determine the need (gap)?
- How to develop learning opportunities?
- How to utilise present learning opportunities?
- Assessment and evaluation.

Module 3: Coaching skills

This module explains:

- Definition of coaching
- Coaching levels

- The characteristics of masterful coaches
- The five roles of a coach
- New ways of being a masterful coach
- Coaching skills.

Module 4: Counselling skills

This module explains:

- Definition of counselling
- Basic styles of helping
- When to interview and when to refer?
- Characteristics of a successful counsellor
- Rules for counsellors.

Module 5: The interview using counselling skills