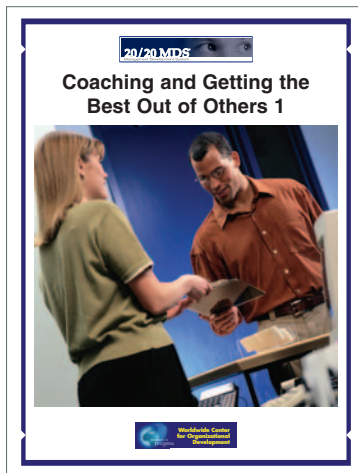


Coaching & Getting the Best Out of Others (Levels A & B)



Underpinning Competencies

- Emotional Intelligence
- Directional Clarity
- Giving Clear Information
- Getting Unbiased Information
- Identifying and Solving Problems

Linked Assessments (where applicable)

- Coaching Effectiveness Profile

How effective you are in your management role will depend not only on the results you achieve, but also on the way in which you achieve these results through others. In your role, the way in which you manage and develop people is crucially important. Your ability to get things done through others will be dependent upon how effectively you communicate, and more particularly, how motivated you make others feel. Whether you do this will ultimately depend on the quality of the working relationship which you offer, however transient or long-term that relationship may be.

This module will focus on coaching people and getting the best out of others. It will help you to explore different strategies for building and maintaining effective relationships. It will also explore different ways in which you can deal constructively with those difficult situations that will arise and with those awkward people whom you are bound to meet; whether these are customers, colleagues or staff – the people you are responsible for developing.

Objectives

At the end of this module you will be able to:

- establish more productive, constructive relationships with team members, colleagues and customers
- clearly identify who your colleagues and customers really are
- develop deeper relationships of trust with others
- offer advice and help to others within the organisation relating to performance against established policies and values
- minimise and manage conflict creatively
- behave constructively in awkward situations.