

# Coaching Skills

## Course Overview

Employee development is one of the key skills needed for all managers and supervisors today. This program introduces processes that help acquiring and applying this essential skill.

## Course Outline

- Management roles & responsibilities
- Elements of communication
- Coaching defined
- Coaching skills
- Steps of coaching process
- Principles of effective coaching
- Mentoring vs. Coaching
- Benefits/consequences approach
- Dealing with problem employees
- When not to coach
- Identifying coaching opportunities and needs
- Developing high performers
- Methods of feedback
- Feedback models
- Johari window: Feedback
- Confronting poor performers and coaching to higher levels of performance
- Recognition
- Case studies: Role plays
- Self-assessment
- Action plan

## Learning Objectives

Upon completion of this course, participants will be able to:

- Identify and apply coaching steps
- Identify and apply feedback process
- Identify and apply recognition types

## Who Should Attend

- Managers
- Supervisors
- Team Leaders

**Course Duration:** Two days from 9:00AM to 4:00PM

**Registration Deadline:** One week before the course date

### **Course Fees**

- 1700 EGP (Registration is confirmed only upon payment)
- Fees include materials and attendance certificate
- Complimentary coffee breaks and light lunch

### **Course Venue**

Top Business premises: 17, Abdel Wahab Selim Elbeshry St. Sheraton Heliopolis, Cairo, Egypt.

### **For Registration**

- Logon to [www.topbusiness-hr.com/Course\\_Register](http://www.topbusiness-hr.com/Course_Register) to fill a registration form. Alternatively you can request a registration form by mail from: [training@topbusiness-hr.com](mailto:training@topbusiness-hr.com).
- Payment should be made one week prior to course.
- Payment by cheque in Top Business's name or cash to our address.

### **For More Information**

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