

COACHING SKILLS FOR MANAGERS & SUPERVISORS

Transform your group into a winning team
with this step by step game plan.

COURSE CONTENT

In this training seminar Benson & Company will show you (and your colleagues) how to develop the skills that will turn your team into a self-directed and motivated set of individuals. Learn a set of coaching solutions that is both obvious and self-evident once understood. You will have a solution that will yield results beyond your current performance level.

Best of all, you will not need magic or a PhD in physiology. All that's required is the steady application of simple time proven principles and practices. From this Benson & Company seminar you will have those principles and practices that develop real skills within yourself to bring out fully the skills of your team.

Just Some of the Key Elements:

- **Want some Good advice on advice?** When to express your opinion and when to say nothing. What you can do to give advice that does not sound like you are expressing YOUR opinion. How to maintain a healthy level of pressure. A gentle way to continuously encourage individual team members, that to them feels like you are the ideal manager – one who is always ready to help, support and encourage. Would you like to have a growth strategy that your team members will thank you for and then remember you positively through their working lives?
- **What do you do when communication 'misfires'?** It happens. When it does the solution is as simple as 1 - 2 - 3. It becomes natural very quickly and will save you countless misunderstandings and hours of agony.
- **How to manage results not activity.** Know what to focus on by knowing how to differentiate the important from the seemingly urgent. A well proven approach using two amazing tools together that put "things in order".
- **Understand the role of coach at work.** Coaching is a skill in and of itself. A good coach does not need their protégé's skills because they have a set of skills that develop the protégé from within. A coach at work knows the "why", "when", "where" as well as the "how" of coaching within the work-place. They also know the "who" and the "what".
- **How do you harness natural competition as a positive force?** Know how to use the "within" and "between" versions of competition. Learn how to bend the traditional rules so that no-one objects and all benefit from the "right" type of competitive environment.
- **4 tips for effective follow-up.** Step right outside of the work place "norm". When you do it will seem to your colleagues and senior managers that you are a "magician". Somehow things are getting done. Learn that "somehow" for yourself; then you will spot the same in all successful managers and supervisors – in fact all successful leaders.
- **Techniques for raising enthusiasm** for an individual or the entire team. Do you know how to press the hot buttons that cause each member of your team to excel? Would you like to have that happen in your place of work? This is how.
- **A key formula that ensures you will make consistently good decisions.** Know how the most successful make good decisions. Have you noticed that they often do it very quickly and change their minds very slowly? Everyone else seems to take forever to decide, then change their minds almost immediately. Understand and apply what successful people do.
- **The 4 steps to take when talking to a difficult team member.** Know and apply the steps that turn difficult people in assets. In fact very quickly they cease to be "difficult people"; for you.

World – class coaches have discovered that the self-same skills that produce winners in the sports arena also work in a business setting. This Benson & Company learning experience is designed to teach you powerful coaching methods to turn even problem employees into focused, productive motivated winners.



THE BEST PRINCIPLES OF Coaching in Action

CONTENT CONTINUED...

- **Your game plan: 3 proven steps for effective planning.** You know, as a manager, that planning makes sense. For a coach it is equally vital. Know how to find the data you need and mould it into plan that will succeed. This is the ASA approach.
- **Understand why it is essential to 'manage things' and to 'lead people'.** In the 1970's the phrase "units of production" was applied to the workforce. In the 1970's strikes were rampant! Not something that you would want to emulate – this is how to ensure that you don't.
- **What do you offer as an incentive when you cannot offer a pay rise.** What happened when Herzberg met Maslow. Understand their research and its application in your environment. It will surprise you, but your instinct will tell you it is true.
- **When to leave counselling to the professionals.** There comes a point when a coach knows that the issue requires a different skill set. Know how to recognise the "point" and how to act.
- **How to correct the incorrect constructively.** Sometimes, you not only need to correct – you must correct. Would you like to know how to correct with minimum offense and maximum result?
- **Take advantage of proven esteem-builders** that help underachievers realise their full potential. One of these is rocket powered without rocket science – when done right.
- **How to develop trust:** principles to establish and develop it. Strategies to maintain and increase it.
- **And much, much more...**

No employee likes to be managed; employees must be led. In this idea packed seminar you will learn, in detail, the proven strategies from the world's top coaches and instil the kind of energy that produces winners every time. Employees need more than managing; they need a special type of coaching, mentoring and guidance to ensure they achieve with a continued drive and purpose.

"The service received from the trainer...and the training organisation was at all times professional, friendly and efficient. The employees who participated...felt that the information gained could easily be applied in day-to-day work practices"

Neath Port Talbot County Borough Council

"The pace of delivery was fast and informative, there were plenty of opportunities for questions and clarification. [The Trainer] kept attention by adding humour and used real life examples... The information was of high quality and in my view, it was well worth attending the course. I would have no hesitation in recommending it to others." EDS

Our consultants and trainers are extremely experienced and talented professionals. We can create a program covering other topic areas that you may want to explore. Please contact us at info@benzonandcompany.net for more information about any of these or the following:

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| <input type="checkbox"/> Time Management | <input type="checkbox"/> Project Management | <input type="checkbox"/> Communication Skills |
| <input type="checkbox"/> Dealing with Difficult People | <input type="checkbox"/> Stress Management | <input type="checkbox"/> Presentation Skills |
| <input type="checkbox"/> Leadership Skills | <input type="checkbox"/> Supervisory Skills | <input type="checkbox"/> Personal Assertiveness |
| <input type="checkbox"/> Team Building | <input type="checkbox"/> Customer Service | |

If you would like additional information on Benson & Company Key-note and Business Speaking services, call or email us at the address below.



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