

## **“Manager & Coach” Training program (English Material)**

**Course Length:** 16 Hours @ 4 days

Designed originally for company executives, coaching now extend to all personnel in management or decision making positions.

Coaching is used in particular in the following situations:

- Development of leadership
- Prevention and management of conflicts
- Effective communications management
- Performance improvement
- Decision making...

### **Targeted Audience (who can attend)**

This course is intended in priority for Executives and Top Management, both operational and functional, enhancing the tasks of managing teams and aiming at developing the competence of the Coaching Managing in the company.

This course moreover is particularly adapted to Personnel in charge of training and for Human Resource staff eager to become internal coaches to promote further training on this topic.



### **Objectives and Contents**

#### **To acquire:**

- Techniques of coaching and guidance methods enabling a person to make others perform
- A better knowledge of self and others in order to adjust operating modes and to work on personal transformations necessary to become a coaching manager
- Necessary capacities to practice coaching in all professional contexts : within the establishment hierarchy, with colleagues, with customers

#### **To have the capacity:**

- To identify existing drawbacks in the performance of the team
- To develop the potentials of co-workers/team members while making them more effective and capable of change
- To create a team with a unified shared project
- To mobilize collective intelligence around the success of company missions
- To control the art of questioning, listening, redirecting answers and handling confrontation
- To identify an emotional state and manage it

- **Theoretical Section**

Principles of:

- NLP (Neuro Linguistic Programming)
- NVC (Non Violent Communication)
- Process com

- **Practical Section**

This portion reinforces the elements of the theoretical section by illustrating them and explaining the principal operational tools of the Coach.

Various means and methods will be used in the analysis of cases provided and simulated during role playing and also with concrete situations provided by the participants, and which will be implemented in the application of Coaching.