

# Coaching for **managers**

Managers face situations where they are no longer able to support their employees by providing the one correct solution to the problem at hand. One reason is that there might not be just one right answer – e.g., in situations of conflict – or because the managers don't have a solution themselves. In this workshop, you will learn to support your employees by coaching them instead of giving advice or suggesting a solution to a given problem.

## Key objectives

- Identifying situations that are suitable for coaching
- Differentiating situations that require other leadership techniques
- Applying conversation techniques
- Mastering questioning techniques that allow others to find their own solutions
- Gaining insight into one's own conversational behavior
- Identifying the limitations of coaching

## Course content

- Criteria of situations suitable for the application of coaching techniques
- Practicing question-oriented conversation techniques and other tools
- Switching between the roles of coach and instruction-giving boss in real-life situations
- Handling emotions in conversations
- Questions-oriented conversation technique
- Leading conversations and facilitating conversations
- Communication in emotionally difficult situations
- Very short on-the-spot coaching

## Who should attend?

Managers who would like to support employees, co-workers, supervisors, clients or suppliers in difficult situations without suggesting a solution themselves. This workshop has been designed for people who, in a short period of time, would like to greatly expand their repertoire of conversation techniques by doing a lot of practical work.

## Your benefit

You will be able to develop your employees' and other people's problem-solving skills by coaching them. Over time, your employees will get better at solving difficult problems. As a result, you will have more time for actual leadership work.

## Methodology

- Introductory presentations
- Practice and feedback
- Practical role-play
- Peer-to-peer consultation
- Analysis of actual cases
- Reflection on personal experiences

## Organisation

- Maximum number of participants: 12
- This workshop can be booked as an in-house event.
- Duration: 3 days
- A, D, CH & CEE-Countries

*"What a relief to know that I do not have to know an answer to all questions."*

Participant quote