

First Line Management 2 - Coaching, Delegating and Motivating

2 Days

This course is for all staff who have people reporting to them. It focuses on three key management skills of coaching, delegating and motivating. This will develop your staff into high performing leaders, guiding their team to achieve their goals and targets.

WORLD CLASS TRAINING

Coach, Role Model, Counsellor, Supporter, Guide...do these words ring a bell? Being a coach involves being a role model, sometimes a counsellor or supporter and always a guide. Coaching is based on a partnership that involves giving both support and challenging opportunities to employees. Knowing how and when to coach is an essential skill that can benefit both you and your organisation.

Delegation is often one of the hardest skills for a manager to master. However, the skill can be learned. This workshop will explore many of the facets of delegation: when to delegate, and who to delegate to. We will also go through the delegation process step by step, to see where the pitfalls lie and what we can do about getting around them.

Motivation; it's no secret. Employees who feel they are valued and recognised for the work they do are more motivated, responsible, and productive. This is an intensive workshop to help supervisors and managers create a more dynamic, loyal, and energized workplace. This program is designed specifically to help busy managers and supervisors understand what employees want and to provide them with a starting point for creating champions.

WHO WILL BENEFIT

This course is designed primarily to continue the development of delegates from First Line Management - Part 1.

First Line Management 1 - Foundations is a recommended prerequisite.

RELATED COURSES - FLM 1 - Foundations, Team Development, Accounting for Non-Accountants, Leadership.

<i>First Line Management 2 - Coaching, Delegating & Motivating</i>	1	2	3	4	5
Coaching Skills					
Non-Verbal Communication					
Self Disclosure					
Knowledge of Learning Styles					
Succession Planning					
Advanced Communication Techniques					
Motivating Your Team					
Counseling Team Members					
Influencing Others					
Controlling Stress					
Decision Making Ethics					

- 1 Little or no experience
- 2 Some background knowledge only
- 3 Able but takes some thought and thus is not used often
- 4 Able but could refresh knowledge and skills
- 5 Mastered and could teach others



CONTACT

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- Develop the coaching and counselling skills that help improve individual performance.
- Understand how coaching can be used to develop your staff.
- How to Uncover the employees' strengths and give them the feedback they need to succeed.
- Identifying employee problems & ways you can correct them.
- Motivate employees to do their best.
- Identify how delegation fits into your job, and how it can make you more successful.
- Identify opportunities within the scope of your authority for delegating effectively to others.
- Identify criteria for fair & responsible delegation to all employees.
- Develop communication skills so that employees will be open to delegation.
- Recognise common delegation pitfalls & how to avoid them.
- Identify what motivation is.
- Learn common motivational theories and how to apply them.
- Learn when to use the carrot, the whip and the plant.
- Discover how fear and desire affect employee motivation.
- Explore ways to create a motivational climate and design a motivating job.

TOPICS

- Coaching
- Defining Coaching
- Critical Coaching Skills
- Learning Styles and Learning Principles
- Benefits/Consequences
- Skills Involved in Coaching
- The Coaching Model
- Coaching Problems
- Delegation
- Why Delegate?
- What is Delegation?
- Picking the Right Person
- The Delegation Meeting
- Levels of Authority
- Giving Instruction
- Communication Skills
- Monitoring Delegation
- Giving Feedback
- Becoming a good delegator
- Motivating
- What is Motivation?
- Supervising and Motivation
- Motivational Theories
- Fear and Desire
- Setting Goals
- The Role of Values
- Creating a Motivational Climate
- Expectancy Theory
- Applying Your Skills
- Designing Motivating Jobs
- Motivational Checklist

Registration Form

Course	First Line Management 2
Delegate	Name:
	Phone/Mobile:
	Email:
Manager	Name:
	Phone/Mobile:
	Email:
Company	Company Name:
	Address:
	State/Post Code:
	Authorising Exec Name:
	Signature:
	Phone/Mobile:

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