



Coaching Unity

IMPROVING PERFORMANCE THROUGH COACHING SKILLS



The business world and the way we do business have changed since the outbreak of Covid-19

Many strategies and styles leaders previously relied on to motivate people, manage performance and develop culture are no longer relevant in the modern hybrid work environment. The pandemic has also revealed gaps in many companies' management policies and leadership styles.

Today's leaders and managers need an enhanced set of skills to effectively manage, grow, support and challenge staff whether engagement happens in person or remotely. More than ever before, employees are looking for leaders who are strong in empathy, understanding and flexibility. When a leader develops his or her Emotional Agility to truly understand people, whilst also developing core coaching skills to influence them, there is a significant impact on performance and satisfaction scores.

MANAGERS

LEADERS

**PROJECT TEAM
LEADERS**

ACCORDING TO FORBES MAGAZINE

The year 2020 brought many crises and created new challenges for corporate leaders, but also presented numerous learning opportunities. The pandemic demanded a significant shift in skills, mindset and approach which means an evolution of how we work and what we learn. This shift will better equip leaders to lead, whether it's remotely, in person, or a hybrid office environment as we embrace the future of work.

The three main skill shifts are:

- Communication to Empathy
- Emotional Intelligence to Emotional Agility
- Time Management to Context Management

WHAT YOU WILL GET FROM IPTCS TRAINING

- An understanding of when to use a coaching approach and when not to (and why)
- More confident and impactful team leaders and managers
- A higher level of one-on-one conversation, coaching and influencing skills
- Powerful conversations with a deeper connection
- Higher staff satisfaction and performance
- Reduced stress

*Michael Cooper and Tim Goodenough have been upskilling top leaders and managers for more than 15 years placing great emphasis on resilience and adaptability. The impact often reaches well beyond the team as clients report improved communication and relationships with their clients, colleagues and families.

Module 1: Core Coaching Skills

3 x 2.5 hour virtual sessions with instructors
1 x 2 hour practice session with real time feedback
5 refresher videos
6 micro learning supporting material

Module 2: Feedback and Understanding Emotions

3 x 2.5 hour virtual sessions with instructors
1 x 2 hour practice session with real time feedback
5 refresher videos
6 micro learning supporting material

Module 3: Powerful Meetings

1 x 2.5 hour virtual sessions with instructors
1 x 2 hour practice session with real time feedback

COURSE TOPICS:

- Developing and reinforcing Core Coaching skills.
- Understanding motivational theory: how to motivate self and others
- How to connect quickly and deeply
- How to develop more effective and accurate empathy
- Developing active listening
- Increasing impact using Zoom and MS TEAMS
- Moving from a telling style to a co-creation style when needed
- Giving and receiving effective and accurate feedback
- Managing stress and emotions
- Powerful goal/KPI setting
- Managing meetings. How to spend less time and create more productive meetings.

COURSE STRUCTURE:

Our hybrid approach combines online instructor-led sessions, practice sessions, micro-learning in between sessions and online video refreshers.

“The only skill that will be important in the 21st century is the skill of learning new skills. Everything else will become obsolete over time.”

- Peter Drucker

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