

# Managers as manager-coaches

Hands-on course of 2 days - 14h

Ref.: OAC - Price 2024: €1 370 (excl. taxes)

This training will enable you to incorporate the manager-coach dimension into your managerial practices. It will be helpful for you to manage as a coach while using essential techniques and tools in order to better understand, motivate, and develop your employees' talents.

## EDUCATIONAL OBJECTIVES

At the end of the training, the trainee will be able to:

Learn the coaching approach

Understand the role and position of the manager-coach

Use effective tools to assist and coach employees

## HANDS-ON WORK

Scenarios and role-playing, participatory discussions about the manager-coach stance. Feedback. Training in best practices.

## THE PROGRAMME

last updated: 01/2023

### 1) The role of a coach and his or her position

- Knowing what coaching is.
- Understanding the fundamentals of the coaching relationship.
- Defining the qualities of a good manager-coach.
- Evaluating what coaching provides.
- Understanding the coaching position: low position vs. high position.
- Going from being a manager to a manager-coach.

*Storyboarding workshops*: Identifying the differences between a manager and a manager-coach.

### 2) How a coaching interview proceeds

- Mastering the standard process.
- Using the "RPNDG grid" to frame and formalize the approach.
- Exploring the situational problem with the SCORE tool.
- Securing the coaching relationship.
- Activating the levers of effective coaching.

*Role-playing*: Training for the interview with a coach position.

### 3) The manager-coach as catalyst of human development

- Helping to achieve the goal.
- Setting goals and the coaching framework.
- Establishing relevant, motivating target contracts; conducting follow-up interviews.
- Co-creating a development plan.
- Practicing feedback and encouragement.
- Tracking actions.

*Role-playing*: Intensive training in achieving goals as a manager-coach.

### 4) Mastering effective coaching tools

- The art of maieutics.

## PARTICIPANTS

Manager or any person responsible for a team who wishes to manage from a coaching position.

## PREREQUISITES

Experience in team management desired.

## TRAINER QUALIFICATIONS

The experts leading the training are specialists in the covered subjects. They have been approved by our instructional teams for both their professional knowledge and their teaching ability, for each course they teach. They have at least five to ten years of experience in their field and hold (or have held) decision-making positions in companies.

## ASSESSMENT TERMS

The trainer evaluates each participant's academic progress throughout the training using multiple choice, scenarios, hands-on work and more. Participants also complete a placement test before and after the course to measure the skills they've developed.

## TEACHING AIDS AND TECHNICAL RESOURCES

- The main teaching aids and instructional methods used in the training are audiovisual aids, documentation and course material, hands-on application exercises and corrected exercises for practical training courses, case studies and coverage of real cases for training seminars.
- At the end of each course or seminar, ORSYS provides participants with a course evaluation questionnaire that is analysed by our instructional teams.
- A check-in sheet for each half-day of attendance is provided at the end of the training, along with a course completion certificate if the trainee attended the entire session.

## TERMS AND DEADLINES

Registration must be completed 24 hours before the start of the training.

## ACCESSIBILITY FOR PEOPLE WITH DISABILITIES

Do you need special accessibility accommodations? Contact Mrs. Fosse, Disability Manager, at psh-accueil@ORSYS.fr to review your request and its feasibility.

- Active listening tools.
- Back-and-forth questioning, feedback, reframing context and meaning.
- Tools and techniques drawn from PNL, from Transactional Analysis.

*Exercise* : *Experimenting with several tools of the manager-coach.*

#### 5) The manager-coach as creator of self-sufficiency

- Evaluating the employee's self-sufficiency.
- Knowing how to create a climate that encourages initiative.
- Identifying degrees of professional, relational, and emotional maturity.

*Exercise* : *Detecting the degree of maturity of a profile and coaching while adapting to it.*

#### 6) The manager-coach in difficult situations

- Advanced coaching tools: managing psychological games.
- Handling resistance through incentive and action.
- Helping the employee overcome his or her personal obstacles.
- Reframing, techniques for influence and engagement, etc.

*Exercise* : *Coaching in difficult situations as a manager-coach.*

## DATES

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REMOTE CLASS

2024 : 26 Sep, 07 Nov