



This College Africa Group course will enhance the user's skills on the subject and teaches fundamentals as well as strategies in an easy to follow, easy to understand format and includes practical exercises which will assist in developing your skills in the workplace.

COURSE OUTLINE - Coaching, First Edition

Course Specifications

Course Number: AXO84–118 | **Course length:** 1 (5 hours 35 min.) | **Prerequisites:** None

Description: This ILT Series course teaches students how to establish a coaching relationship with employees, evaluate employees' personality types, and detect morale–building motivators. Students also learn about the factors that can hinder an employee's willingness to trust, and how to establish trust with the CARE process. Course activities also cover establishing coaching objectives, identifying the best coaching opportunities, and clearly and effectively communicating goals and expectations to employees. Students will also learn how to

differentiate between performance goals and long–term goals, implement an appropriate reward system, and monitor employees' performance. Students learn how to use appropriate language during a coaching session, recognize factors that can distort a message, interpret employees' nonverbal communication correctly, ask the right questions, conduct effective face–to–face meetings, and confront an employee. The manual is designed for quick scanning in the classroom and filled with interactive exercises that help ensure student success.

Topic-Level Outline

Unit 1 : Fundamentals of coaching

Topic A: Coaching overview

A–1: Comparing coaching and managing

A–2: Avoiding the coaching process

A–3: Identifying coaching characteristics

A–4: Discussing effective coaches

Topic B: Coaching foundation and strategy

B–1: Establishing a coaching strategy

Unit 2 : Coaching diverse employees

Topic A: Personality styles

A–1: Understanding personality styles

A–2: Evaluating personality styles

A–3: Motivating personality styles

Topic B: Trust relationships

B–1: Building trust relationships

B–2: Identifying factors for distrust

B–3: Overcoming distrust

Unit 3 : The coaching process

Topic A: The coach–employee relationship

A–1: Building a healthy relationship

A–2: Maintaining a relationship

Topic B: Objectives, expectations, and goals

B–1: Determining coaching objectives

B–2: Comparing expectations and goals

B–3: Setting suitable goals

B–4: Focusing on goals

Topic C: Performance evaluation

C–1: Evaluating and monitoring performance

C–2: Providing positive and constructive feedback

C–3: Offering an effective reward

Unit 4 : Communication

Topic A: Verbal communication

A–1: Communicating clearly

A–2: Avoiding distorted messages

Topic B: Nonverbal communication

B–1: Identifying nonverbal communication

B–2: Interpreting nonverbal gestures

Topic C: Effective questioning

C–1: Asking appropriate questions

Unit 5 : Interpersonal meetings

Topic A: Face–to–face communication

A–1: Communicating face–to–face

A–2: Conducting a face–to–face meeting

Topic B: Productive confrontations

B–1: Confronting an employee

ABOUT US

Established as EasyExcel, the company has been re-branded as College Africa Group. College Africa Group has been in operation since 2003 and has trained many corporate and professionals throughout Southern Africa. (For more info click here.) (<http://www.collegeafricagroup.com>)

ACCREDITATION

College Africa Group is MICT SETA accredited and a Microsoft Partner. College Africa Group has more than 30 years' experience in Financial, Sales, Operations, Marketing and Administration Directorship and understands the problems and deadlines you face.

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