

"Soul"

COACHING/COUNSELLING

Overview

This very practical subject is designed to provide management with extensive insight into effective counselling and coaching. Throughout this skills development session, participants complete questionnaires for their own feedback and learning; participate in role plays; complete group case studies; learn the different types of feedback used in true Leadership using "SOUL" technology; what to do when all else fails; and finally, put it all together. The skills learned in this module equip participants with natural decision making aptitudes and the development of a greater sense of self awareness & confidence.

Objectives

1. Defining the difference between coaching and counselling
2. Understanding the benefits of "Soul" coaching and the characteristics of an effective coach
3. Understanding the benefits of counselling and the characteristics of an effective counsellor
4. To understand why managers avoid coaching and counselling and how to address these issues
5. To learn of the various work situations which may require coaching and/or counselling
6. To learn the difference between positive and negative feedback and how to give effective feedback every time
7. Participants learn how to conduct successful coaching and counselling sessions

Outline

- What to look for
 - Signs of declining performance
 - Signs of poor attitude
- Giving feedback
- Four types of feedback
 1. Silence (negative)
 2. Criticism “
 3. Advise (positive)
 4. Reinforcement “

“Soul” Coaching and Counselling workshop includes:

- How to give effective feedback
- What to do when all else fails
- Required steps in disciplinary action
- The benefits of coaching
- Characteristics of effective coaches
- Why managers avoid coaching
- Work situations that may require coaching
- Coaching pitfalls to avoid
- Format for conducting a successful coaching session
- The benefits of counselling
- Characteristics of effective counsellors
- Why managers avoid counselling
- Work situations that may require counselling
- Counselling pitfalls to avoid
- Format for conducting a successful counselling session