

# Coaching skills for managers and leaders



Managers are asked to provide mentoring and feedback in order to increase productivity and efficiency. Increasingly, staff and colleagues are asking for coaching as well. While this course will not make you a certified coach, it will provide you with some basic skills and concepts you can use to bring out the best in your staff and colleagues.

In this course you will learn the differences between coaching, mentoring and feedback, as well as the basic coaching skills that will allow you to be a more effective manager and leader. You will also have a chance to practice the following skills in class:

**Making powerful requests**

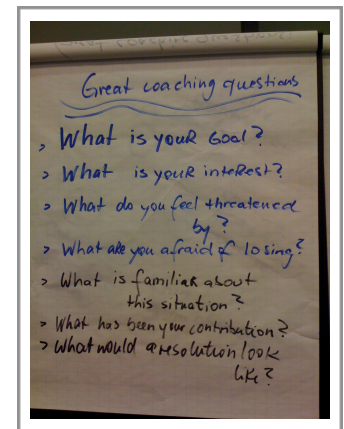
**Understanding the difference assumptions and facts**

**Moving someone from resentment and resignation to acceptance and ambition**

**Providing non-verbal coaching**

**Creating a work culture of learning**

**Bringing a mood of optimism**



In a time when the world in which we work and live are increasingly complex, having the distinctions that coaching offers allows us to work together more effectively and powerfully.



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