

# Syllabus

## COURSE SPECIFICATIONS

### DURATION

Training is given in one day (6 hours)

(The content and the duration of this session can be adapted for a personalized on-site training.)

### TARGET AUDIENCE

Team leaders, department supervisors and department managers

### DELIVERY METHOD :

Instructor-led, group-paced, classroom-delivery learning model with structured, hands-on activities

Follow-up available (Optional)

### CERTIFICATION

Training Certificate

### ACCREDITED BY EMPLOI-QUÉBEC

TELEPHONE :  
(514) 365-8397

EMAIL:  
info@solutionsandco.com

WEBSITE:  
www.solutionsandco.com



## Corporate Training

### "Group Effectiveness" Series

## Coaching

### DESCRIPTION

The Coaching course is designed for people required to coach, manage or supervise teams or personnel.

Participants will learn the functions, roles and responsibilities of coaching, the techniques and methods necessary to play the roles of a coach, and how to implement a coaching process.

### OBJECTIVES

Allowing the participant to:

- Understand the requirements of coaching, and the coach's role and responsibilities
- Develop and experiment with appropriate coaching techniques, attitudes and abilities
- Provide complete feedback and deliver it in a positive and constructive way
- Develop the ability to precisely define and communicate their expectations to a person or a team
- Follow an efficient coaching process

### COURSE CONTENT

#### Introduction

- A definition of coaching
- The concept of coaching
- Participatory management
- Responsibilities
- Functions and roles
- Strategies

#### Personal Leadership

- The Model Coach
- The Communicative Coach
- The Expert Coach
- The Influential Coach

#### Types of Skills

- Technical skills
- Relational skills
- Management skills

#### The Coaching Process

- Earning the right
- Exploring improvement zones
- Getting an agreement
- Support into action