

COURSE OUTLINE

Coaching and Developing for Finance Professionals

Who is it for?

This course has been designed with senior and middle managers, coaches and mentors and line supervisors in mind. Those in fact who want to be able to recognise, understand and master the special skills required to coach, mentor and delegate effectively within the corporate environment and then utilise these skills to achieve their full potential as professionals in supporting the company in the most efficient way possible.

What is it about?

This course maintains the balance between individual coaching and mentoring and developing and building teams throughout. It is informative, searching and includes several highly inter-active workshops for all the participants.

In addition the participants will have the chance to learn, discuss and explore the problems experienced by their colleagues and learn how to share knowledge and success, to reward and develop the multi-national and national workforce with empathy, respect and recognition.

This course will motivate participants, generate the enthusiasm and develop the talent and competence for success.

What will it cover?

- Coaching – the facts & the reality
 - What is coaching and who can be coaches?
 - Useful definitions and the differences between coaching and mentoring.
 - Business coaching balanced against executive coaching & mentoring
 - Skills coaching compared with personal coaching & mentoring.
 - How does coaching compare with other support techniques?
 - Provide constructive feedback focused as specific, timely, accurate and tactful.
- Team building & Leadership development skills
 - Evolution of teams in the workplace, turning the company vision into reality.
 - Leading small groups and team performance in a mixed

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- nationality group.
 - The details and concepts of team contracts and team roles explained.
 - Your own systematic leadership development for ultimate success.
 - Demonstrate an understanding of staff's specific strengths and development needs; help identify developmental priorities.
- Coaching your staff
 - How to coach your staff for improved performance.
 - Why should managers know about coaching? Are coaches great influencers?
 - Coaching behaviour let's call this framework COACH.
 - The coaching process, a step by step approach, with some exercises to match. Using feedback, remember to look for the win/win approach.
- Just do it
 - What is delegation – the vital reality and learning to let go.
 - The key steps in the important and successful delegation process.
 - Delegation check list and SMART and SMARTER tasks!
 - What formulates your behaviour & how do you handle others aspirations?
 - When you think differently, you do differently & you will effect change.
- Empowerment brings responsibility
 - Your results require continual focus and continuous communication is essential.
 - No one is perfect but a team can be – so organised teamwork is the key.
 - Empowerment and ownership of issues – is this the way to success with staff?
 - The importance of recognition and respect with employees.
- Managing multi-disciplined & multi-national teams
 - Ensure you have standard management criteria.
 - Research & identify employee focus and be aware of all the cultural differences. Common & communicated business strategy; common face to face performance reviews.
 - Anticipate to prevent possible conflict – ensure no surprises – aid long term staff retention.
- Boundaries and barriers for teams
 - Boundaries and barriers for national teams.
 - An ability to work with others in action.
 - The skill of providing a unified focus outside the team

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- An ability to handle, use and sustain creative tension.
- Motivating and counseling groups
 - Improving staff motivation by coaching through effective delegation.
 - Taking responsibility for people, processes and long term national development. Coaching, counselling & listening to encourage and guide employees and staff.
 - Creating genuine empathy, self-awareness and an ability to effect change.

What will I learn?

- Provide constructive feedback focused as specific, timely, accurate and tactful.
- Offer useful coaching or suggestions on how to improve.
- Demonstrate an understanding of staff's specific strengths and development needs; help identify developmental priorities.
- Actively help others grow and develop, create and monitor development plans; identify training and developmental activities.
- Provide support and encouragement to others when they make mistakes or take developmental risks