



Palomino Training Solutions
specialists in corporate training

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Coaching & Motivation Training (1 day)

Course Overview

Fact: With the correct coaching and motivation, employees can reach heights beyond expectations.

Coach, Role Model, Counsellor, Supporter, Guide...do these words ring a bell? Being a coach involves being a role model, sometimes a counsellor or supporter, and always a guide. Coaching is based on a partnership that involves giving both support and challenging opportunities to employees. Knowing how and when to coach is an essential skill that can benefit both you and your organisation.

Employees who feel they are valued and recognised for the work they do are more motivated, responsible, and productive. This workshop will help supervisors and managers create a more dynamic, loyal and energised workplace. It is designed specifically to help busy managers and supervisors understand what employees want, and to give them a starting point for creating champions.

This workshop includes dynamic trainee/trainer interactions and discussions, written and oral exercises, case studies, reflection, quizzes and a workbook for each participant to take back to the workplace.

Target Audience

This workshop is designed for all levels of organisations, particularly those with management and people leader responsibilities, including; Managers responsible for the development of others, Team leaders and supervisors who want to get the best out of their people, Line managers who want a structured and effective method of performing one to ones, Line managers who want to develop their staff in their current role and also longer term.

Course Outline

SECTION ONE: Introduction and Course Overview

SECTION TWO: Defining Coaching

1. Two Schools
2. Recall and Reflection
3. Coaching Skills

SECTION THREE: Interpersonal Communication Skills

1. What are Communication Skills?
2. Non Verbal Communication



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SECTION FOUR: Critical Coaching Skills

1. Improving our Critical Skills

SECTION FIVE: Learning Styles and Principles

SECTION SIX: Benefits/Consequences

SECTION SEVEN: Skills Involved in Coaching

SECTION EIGHT: The Coaching Model

SECTION NINE: Feedback

SECTION TEN: Coaching Problems

SECTION ELEVEN: Motivation Defined

SECTION TWELVE: Motivational Theories

1. Maslow's Hierarchy of Needs
2. Herzberg's Motivational Theory
3. Combining the Two Theories
4. Situational Analysis

SECTION THIRTEEN: Object-Oriented Theory

1. The Carrot, The Whip, The Plant
2. Identifying Motivators

SECTION FOURTEEN: Reinforcement Theory

1. Appropriate uses in the Workplace

SECTION FIFTEEN: Expectancy Theory

SECTION SIXTEEN: A Motivational Checklist