

# retail business



## LEADING THROUGH COACHING AND SUPPORT

Course: LEADERS IN ACTION: Module 3

DURATION: Third day of four separate workshops

### OVERVIEW:

The importance of effective leadership is often talked about but seldom practised.

In the third of 4 leadership modules we discover how effective coaching + support by the manager creates a culture of accountability and encourages staff initiative.

### EXPECTED OUTCOMES:

After this workshop you will be able to:

- Identify how ongoing coaching + support results in motivated staff
- Create a culture of accountability that is “blame free”
- Give developmental feedback in such a way that it is motivating and supportive
- Deal with difficult staff or situations confidently
- Make decisions in such a way that it empowers individuals and encourages team spirit

### CONTENT:

- Link coaching + support to staff motivation
- Feedback
  - Evaluative vs. descriptive feedback
  - Recap listening skills
  - Framework for - addressing performance or behaviour when it fails to meet the standard
- Dealing with difficult situations or personalities
  - Transactional Analysis
  - Techniques for keeping these discussions on track
- “Inbox exercise” how the inclusion of staff in decision making impacts staff motivation and commitment
- Case Study: problem solving - the power of learning from our mistakes in a blame free environment
- Action plan and implementation project