



Coaching Skills Training Course Brochure

1 Day Practical Workshop



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The Right Fit.....For You

Coaching and delivering feedback are essential leadership skills that can be used to help your Managers motivate staff to increase productivity and achieve overall objectives.

The aim of this one-day training session is to provide the managers with the skills and tools needed to promote and support a coaching culture within the company.

The course will give learners the essential skills required to work as an inspirational coach and the tools and techniques needed to give feedback in a productive yet honest way.

One of the main focuses is constructive conflict and how this can help decrease workplace disagreements and create an environment where problems are dealt with quickly and productively.

During the course learners will also discover their individual coaching style and identify key areas to work on to develop their abilities.

Below you will a proposed course outline.

Our trainer will also work with you before the course to get your input and tailor the content as needed.

"Everyone thought Andrew was great and the course really developed their skills as internal trainers."

Dearbhla Casey, HR Manager, Irish Country Meats



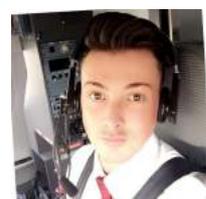
"We are all very happy with the training carried out last week & will definitely be in contact in the future"

Aoife O'Rourke, Key Account Manager, Tool & Plastic



"Great exercises, very relaxed and great models to explain, learning process and delivery of the information."

Jonathan Latimer, Fleet Training Instructor, City Jet





Why Choose DCM Learning

At DCM Learning we have a strong culture of working in long-term relationships with our clients. Although it's a bit of a cliché, we strongly believe that our client relationships are partnerships and that's the best way for our clients to get the best results.

Specific reasons to choose DCM:



Support: 15 full-time training consultants plus support staff (21 in total). We are large enough to be well resourced but small enough to care.



Experienced: We have many years' experience providing customised training programmes for small and large companies. Last year, we delivered onsite training with 521 companies.



Excellent Trainers: Our trainers combine professional training know-how with relevant experience in their chosen training field



Quality Assured Training: Make sure you Safeguard Your Training Investment. DCM offer courses accredited by the following national and international certification bodies.



You're in Good Company

We work with small and large companies, individuals, Government Agencies, Universities and blue chip companies such as Google, AIG, Glaxo Smith Kline, and Symantec, so you can have confidence in our ability to deliver the results you want to achieve.





1 Day Coaching Skills Training

COURSE OVERVIEW

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LEARNING OUTCOMES

By the end of the course each learner will be able to:

- Understand their role as a coach in developing others
- Improve their communication skills and remain fair and consistent with all staff
- Make use of the latest coaching models and styles
- Understand the impact body language has on the communication process
- Deliver honest feedback in a motivating manner
- Gain confidence in leading Constructive Conflicts
- Have a personal action plan to apply learning back on the job

Below you will find a proposed course outline detailing all the topics covered on the training programme. In addition, we will consult with you before the programme so we can be sure to address any specific requirements.



Course Content

TOPIC 1: SKILLS OF A COACH

- Communication
- Building rapport
- Giving positive feedback
- Constructively challenging

TOPIC 2: COACHING TOOLS AND TECHNIQUES

- Wheel; TGROW; TEFCAS

TOPIC 3: FACILITATING COACHING SESSIONS

- Goal Setting
- Importance of fairness; equality
- Halo-Effect; Negative Effect; Central Tendency; etc.
- Setting SMART goals
- Maintaining an appropriate relationship
- Building Self-Awareness and Confidence to succeed

TOPIC 4: GIVING FEEDBACK

- Understanding different personality types
- Engaging the professional brain rather than the emotive brain
- Strategy for managing the conversation – T.A.L.K (Take Charge, Affirm, Listen, Keep Respect in Mind)
- Hot phrases and words to avoid
- Ending on a positive note



Andrew Woods

Training Associate

Andrew is a Trainer, Consultant and Executive Coach with expertise built through a 20-year successful track record in Leadership, Team Development, Communication Impact and Customer Service Excellence. He is dedicated to providing impactful and sustainable workplace learning by creating authentic and practical learning experiences for clients. He is an Executive / Team Coach and Business Mentor for any size organisation.

His senior management career background provides a solid platform for all his interventions. He is a natural communicator who imparts his knowledge with humor and enthusiasm, encouraging and supporting individuals, teams and organisations to excel.

He has accumulated a wealth of business knowledge and experience across many sectors in local and international markets and has successfully delivered projects and interventions on 4 continents including UK, Australia, New Zealand, USA, Germany, South Africa and Ireland.

Some of Andrew's qualifications and affiliations include:

- A member of the IITD and ICF, he has an advanced qualification in Executive and Career
- Coaching through the Irish Life Coach Institute.
- Belbin (team type) Accredited

"I just wanted to say thank you to Andrew for delivering a fantastic training course to the team over the past two days. The feedback has been extremely positive, you have really got the team thinking about our current business processes and how we can improve them! Hope to see you again in the near future!"

Niamh McCarthy, HR Manager, Spearline





Maura O'Toole

Training Associate

Maura is a highly qualified and experienced Management, HR & Professional Skills trainer. She has trained hundreds of participants in educational establishments, voluntary sector organisations and private companies.

Maura brings her passion for learning to every course she delivers. Her resulting style is interactive and inclusive, which empowers learners to develop their skills and achieve great results from training.

Some of the areas Maura specialises in are: Time Management, Communications, Effective Writing Skills, Public Speaking, People Management and Minute Taking.

Some of Maura's qualifications and experience include:

- Graduate Diploma in Education and Training Management from Dublin City University
- Held various positions within Dublin City University over a 10-year period
- Developed and delivered training courses to staff from Executive Director to junior staff level in the Middle East, South-East Asia, Africa and Eastern Europe as well as in Ireland



Inhouse Training, One Size Doesn't Fit All.

Does your team need training? DCM Learning has a full range of training courses and qualifications available for your team and company, in-house or off-site.

Based on your requirements, we will develop a custom-made training programme and deliver it specifically for your employees in a chosen location - giving them the exact skills and knowledge they need whilst saving on venue hire, travel, time and associated expenses.

Each daily session will be delivered onsite at a location of your choosing over a 7-hour period. We are flexible on group size, but for group sessions we would recommend a maximum of 15 people to allow for the more interactive elements of the course.

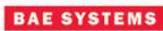
Below is an overview of our Inhouse Training Delivery and Costs:

Details	1 Day Training	2 to 5 Days Training	6+ Days Training
Cost	€1,095 per day	€995 per day	€895 per day
Materials	Included	Included	Included
Travel Expenses	Included	Included	Included
Areas Covered	All Counties	All Counties	All Counties
Customisation	Course Customised	Course Customised	Course Customised
Survey	Pre & Post Course Survey	Pre & Post Course Survey	Pre & Post Course Survey
Account Management		Dedicated Account Manager	Dedicated Account Manager
Free Public Course		1 Free Place	3 Free Places
Public Course Discount		15%	25%



Who We Work With

We train organisations of all shapes and sizes, from small businesses up to global enterprises. But we never forget that every individual matters, and we make sure that every learner gets what they need to reach their potential.





**Set your career on the
right course**

DUBLIN

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-  dublin@dcmlearning.ie
-  Guinness Enterprise
Centre

CORK

-  021 2429691
-  cork@dcmlearning.ie
-  Atrium Business Centre
Blackpool Business Park

DROGHEDA

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