

# retail training



## COACHING FOR DEVELOPMENT

DURATION: 1 day

### OVERVIEW:

Ever felt the frustration of trying to teach new staff members a new skill and finding it's taking twice as long as anticipated? And, even after the initial training, being frustrated to find that they "just don't get it"?

Using the correct coaching methodology for development and improved performance will eliminate a lot of this frustration. New staff will learn a lot more and develop a lot quicker.

### EXPECTED OUTCOMES:

As a result of attending this course, delegates:

- Will understand how effective coaching supports top performers
- Will understand how adults learn
- Will be able to identify numerous on-the-job coaching and training opportunities
- Will be able to identify and use the qualities of effective coaches
- Will be able to conduct an effective coaching session using the GROW model

### CONTENT:

- Defining "coaching for development"
- Why coach?
- When to coach
- How people learn
- Coaching model: GROW
- Listening and questioning skills to facilitate learning
- Skills practice