Coaching & Counseling

**Course Overview**

Every manager will be faced with situations that require coaching and/or counseling. Setting the stage, sharing feedback, listening and offering support are behaviors that effective coaches use. The counseling and giving personal advice should be left to professionals!

**Program objectives**

During this program, participants will learn:

• the difference between workplace coaching and counseling

• when to coach others

• behavioral dimensions of effective coaches

the coaching process to improve workplace performance

• how to plan for and lead a coaching discussion

**Format**

½ day

Full day