

Based in UK, Spain and Middle East, SCT unleashes your potential for smarter results. Biographies of all our trainers their experience, locations and languages and so much more can be found on the website: [www.smartcoachingtraining.com](http://www.smartcoachingtraining.com).



KHDA/Actvet Certified

## Manager as Coach

**Coaching skills help a manager to develop his/her staff by enabling them to work out their own solutions: empowering the staff, the team and the manager.**

Smart Coaching & Training is offering this two day public course delivered by SCT's experienced trainers. Can be delivered in person or remotely.



*Coaching over a nice dinner in Mumbai*

The value of mentoring and coaching to support individuals in developing their true potential is increasingly recognised. But what is it and how do you do it? This course starts by covering what mentoring and coaching is, and what it is not. And then covers in detail how to do it properly, using the GROW method. You will also gain an understanding of enterprise mentoring, life, team, developmental and executive coaching. The course will enable managers and individuals to learn how to be successful mentors and coaches whether as an external coach or mentor or from within the organisation. Many of the skills concern relationship development which is integral in any management role as well as in everyday life.

### What you will learn

- ✓ What is Coaching? Who benefits from coaching? getting the most of being coached and coaching
- ✓ ICF, directing vs coaching, types of coaching: executive system, developmental, life, team
- ✓ GROW model; Goal; setting and measuring long-term and today's smart goals
- ✓ Reality: current situation, outcome vs problem, victim mentality
- ✓ Options: silence, challenging questions, coaching vs mentoring, positive actions
- ✓ Will: removing obstacles, getting commitment and agreeing, SMART measurements
- ✓ Personal preparation for coaching: positive beatitude, mental attitude, metaphors, morale,
- ✓ Good relationships: feelings, understanding, communicating using NLP, empathy vs sympathy
- ✓ Engagement: involvement, genuineness, mindfulness, listening, contracting, empowerment, location.
- ✓ Giving Feedback: when and how to give, technical points, zero criticism
- ✓ Delegation, Trust Integrity and Commitment: five key elements, straight talk.
- ✓ Alternative media for coaching: face to face, phone, video, appearance alertness, listening, attention
- ✓ Terminating the relationship: the future, outcomes and goals.



- ✓ Each delegate will receive report on Communication

### Your Trainers



Lenka Hanzelova, International Business Psychologist, has 10 years' experience as a Learning and Development Expert and knowledge of an eclectic mix of coaching, psychological, change & personality profiling tools, combined with spiritual insights.

Eric Moore is a coach, an NLP trainer, Master Hypnotherapist, Nutritionist, practitioner of TFT with experience in meditation and world healing practices, Meta-Physics, body and energy work, anatomical trains and Biomechanics.

*Tons of integrity and you will feel safe in her company. Comes highly recommended. UK training co*

*It's great to feel your energy and to know the myriad talents you use to develop people. Inspiring!! Coach Barcelona*

*it was one of the best seminars I attended and that it helped me a lot. UK government.*

*Eric Moore is an outstanding trainer. He has fantastic communication skills, mixed with a high level of specialist knowledge and a witty sense of humour. He quickly builds rapport with all participants and can hold audience attention through the use of brilliant public speaking skills*

*Eric WANTS you to flourish, and develop the best version of yourself, for yourself. UK Sheffield Probation*

*This course was truly life-changing. I would recommend working with Eric to all. UK Social Care*

*I highly recommend working with Lenka as she not only is a very good practitioner but she is also a very nice person. UK*

*She likes to be cheeky, and that works for her as her curiousness to find out how to assist your changes sometimes take a bit of prodding and poking. UK*

*You can learn from him just by listening to him speaking. KSA*

**Smart Coaching & Training Ltd**

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