Coaching and Problem Solving Skills for Managers

A 2-day in-house training for corporations and government organizations

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CIDB Registered CCD Training Provider (CIDB-PLCCD20240506-321)

Course Objectives

- Understand what coaching is and how it differs from mentoring and managing
- Apply proven coaching models such as GROW, CLEAR and ACHIEVE with your team
- Solve problems at their root using tools such as the 5 Whys, DMAIC and PDCA
- Decide better with the Six Thinking Hats, SWOT, Five Forces and PESTLE

Who Should Attend

Middle and senior managers and emerging leaders in corporations and government organisations

Module Outline

Module 1: Introduction to Coaching

- Coach, mentor and manager compared
- Why coaching matters
- What makes an effective coach

Module 2: Effective Coaching Techniques for Organization Managers

- The GROW model
- SOAR, CLEAR, ARROW and POWER
- CREATE and ACHIEVE
- 5A and curbstone coaching
- Choosing the right coaching model

Module 3: Problem Solving Tools

- The 5 Whys, WRS and WORPS
- UnDeR and IADDIE
- DMAIC, PDCA and OODA
- The FEE model and FEE canvas

Module 4: Decision-making Tools

- The Six Thinking Hats
- SWOT analysis
- Porter’s Five Forces
- PESTLE analysis
- Combining the tools

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