



UNIVERSITY OF  
KWAZULU-NATAL™  
INYUVESI  
YAKWAZULU-NATALI

**EXTENDED  
LEARNING**

## Coaching for Managers



Durban

OUR WORLD IS CHANGING... SHOULDN'T YOU?



# Coaching for Managers

## Programme overview & objectives:

Coaching is a tool/technique that enhances a manager's performance and therefore the coachees' performance, and ultimately the organisation's performance. This short course will equip delegates with coaching techniques to allow them to coach staff and to enable them to create a coaching culture within their environment.

## How you will benefit. You will learn to:

Develop an understanding, appreciation and application, as in the latest research in the field, of a coaching approach to leadership/management enhancement and development in a range of practical workshop situations.

## Key focus areas:

- Styles of leadership/styles of management
- What is coaching? What is mentoring?
- Soft skills for hard results
- Successful managers communicate successfully: thinking, listening, questioning (the coaching model)
- GROW (goal; reality; options; will to act – Sir John Whitmore)
- The concept and practice of the 'manager-coach': action to reflection
- Resolving a dilemma (race, gender, culture bias)
- Time Management (20:80 priorities; delegation, meetings)
- You and your team: motivation, shared values, shared goals
- Team dynamics
- Coaching your team through change
- Performance appraisal
- Learning transfer (ROI, ROE, MBTI, Kirkpatrick 4-Level Evaluation)

## Who should attend:

Line managers at public, private and academic institutions

## Entrance requirements:

This course is suitable for practising line managers who have been selected by their institution/organisation. Delegates should have a minimum of a year's experience as a line manager.

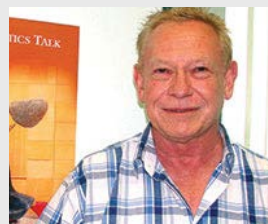
## Programme fee:

The programme fee of R7 425 (incl. VAT) covers tuition and instruction material, lunches and refreshments

## Duration:

Three Days

## Facilitators include:



### Professor Michael Chapman

Michael is currently the KZN Chairperson for Coaches and Mentors of South Africa (COMENSA). He is also an Emeritus Professor at UKZN and was the former Head of School of Literary Studies at UKZN. Michael is an A-rated NRF Researcher and has published a number of peer-reviewed articles, books and book chapters.



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UKZN Extended Learning (UEL) is committed to enrichment through lifelong learning, by providing high quality credit and non-credit bearing short courses and academic programmes in collaboration with schools and colleges of the University of KwaZulu-Natal. In a fast-changing environment, developing relevant and useful skills and knowledge, and the capacity to deliver results, is more important than ever. Our courses are designed using the very best methods by combining content, based on both tried and tested results, and recent cutting edge research, with interactive experiential teaching and learning from local and international faculty and guest speakers.

## Dates:

For updated course dates, please contact us or see our website: [www.ukznextendedlearning.com](http://www.ukznextendedlearning.com)



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