

## Coaching Skills for Supervisors

### ▶ Who will benefit

This programme is designed for supervisors who are supporting staff in their day to day work and in achieving short and long term work related goals. It will be of particular interest to first time supervisors, experienced supervisors and supervisors working in the housing, health and social care sector wanting to integrate coaching within their service approach

### ▶ Rationale

Supervising or managing staff provides many challenges irrespective of the working environment or professional context. Traditional methods of telling staff what to do and expecting them to do it may not always get the results you need or want. New skills and approaches are always a welcome addition to the Supervisors "tool kit". Coaching provides such an addition and its practical skills can be easily integrated within a supervisory relationship. Coaching is very effective in rapport building, defining goals, action planning, motivating and confidence building all important concerns for the supervisor.

### ▶ Learning Outcome

To provide supervisors with the knowledge and skills to adopt a coaching approach in their supervision of staff building better relationships and enhancing staff performance.

### ▶ Methodology

The programme is delivered over three days and in two modules. Module 1 consists of two consecutive days training and Module 2, to be delivered three weeks later, consists of one day. It includes a combination of presentation, demonstration, work books, experiential learning, group exercises, coaching log and peer and triad coaching. Use of live case studies provided by the trainers and participants will elevate learning from models and theory into real working practice.

### ▶ About the Trainer

Niamh Shiells is a fully accredited executive and career coach and an experienced training and workshop facilitator. She has held senior management roles in the health, housing and social care sector delivering supervision programmes across all management levels. She brings a high level of relevant insight and a practical experience to this programme.

### ▶ What participants say

"Very well presented, good facilitators, nice open teaching style, excellent course." Team Leader, Northern Health & Social Care Trust

