



## Dynamix Learning Solution Centres

Dynamix Centre  
8 Milcliff Rd  
SUNNINGHILL  
Johannesburg  
T: +27 (11) 234 5555  
F: 086 539 5550

5th Floor, Tygerlakes  
Tygerfalls, Carl Cronje Drive  
TYGERVALLEY  
Cape Town  
+27 (21) 914 2878  
086 609 2877

Ooba House  
30 Waterkant Street  
CBD  
Cape Town  
+27 (21) 418 8760  
086 539 7323

P.O. Box 11383, BLOUBERGRANT, 7443

[Sunninghill@Dynamix.co.za](mailto:Sunninghill@Dynamix.co.za)

[Tygervalley@Dynamix.co.za](mailto:Tygervalley@Dynamix.co.za)

[Cape@Dynamix.co.za](mailto:Cape@Dynamix.co.za)

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COMMITTED TO SKILLS DEVELOPMENT IN THE ICT SECTOR  
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## Coaching for Success

**Publisher:** CourseILT

**Code:** 0619075422

**ISBN:** 0619075422

**Version:** 1

**Course Length:** 1 day (6+ hours)

**Audience:** Students interested in learning coaching skills

**Prerequisites:** None

**What's in *Coaching for Success*:**

Effective coaching increases team members motivation and performance. Define coaching and identify the qualities of an effective coach. The open, modular-style manual is design for quick scanning in the classroom, and is filled with interactive exercises that will allow students to explore the complexities of Coaching.

**Objectives:**

- Motivate employees by identifying their individual personality types; and build trusting coach-employee relationships.
- Work through the coaching process of maintaining healthy coach-employee relationships, communicating expectations and goals, and evaluating employee performance.
- Support your coaching style by conducting productive face-to-face meetings and confrontations.

### Topic-Level Outline

#### Unit 1 : Fundamentals of coaching

*Topic A: \* Coaching overview*

- A-1: Comparing coaching and managing
- A-2: Avoiding the coaching process
- A-3: Identifying coaching characteristics
- A-4: Discussing effective coaches

*Topic B: \* Coaching foundation and strategy*

- B-1: Establishing a coaching strategy

#### Unit 2 : Coaching diverse employees

*Topic A: \* Personality styles*

- A-1: Understanding personality styles
- A-2: Evaluating personality styles
- A-3: Motivating personality styles

*Topic B: \* Trust relationships*

- B-1: Building trust relationships
- B-2: Identifying factors for distrust
- B-3: Overcoming distrust

#### Unit 3 : The coaching process

*Topic A: \* The coach-employee relationship*

- A-1: Building a healthy relationship
- A-2: Maintaining a relationship

*Topic B: \* Objectives, expectations, and goals*

- B-1: Determining coaching objectives
- B-2: Comparing expectations and goals
- B-3: Setting suitable goals
- B-4: Focusing on goals

*Topic C: \* Performance evaluation*

- C-1: Evaluating and monitoring performance
- C-2: Providing positive and constructive feedback
- C-3: Offering an effective reward

#### Unit 4 : Communication

*Topic A: \* Verbal communication*

- A-1: Communicating clearly
- A-2: Avoiding distorted messages

*Topic B: \* Nonverbal communication*

- B-1: Identifying nonverbal communication
- B-2: Interpreting nonverbal gestures

*Topic C: \* Effective questioning*

- C-1: Asking appropriate questions

#### Unit 5 : Interpersonal meetings

*Topic A: \* Face-to-face communication*

- A-1: Communicating face-to-face
- A-2: Conducting a face-to-face meeting

*Topic B: \* Productive confrontations*