

BUDDY COACHING AND MULTI-SKILLING	Duration: 2 days
Workshop Purpose	<p>The world of business can be compared to a sports team. There is a need to support and develop one another to make things happens at the tactical/operational level where all the action is.</p> <p>Buddy coaching is a different approach to developing potential within the team. This process provides team members with the opportunity to grow and achieve optimal performance through consistent feedback, support and motivating interactions. Rather than relying solely on a review schedule, they are supported along the path to meeting their goals on a day-to-day basis and expanding their skill levels. With limited resources in teams today, multi-skilling and coaching is the way to succeed.</p>
Competency Outputs	<ol style="list-style-type: none"> 1. Understand the role of the Buddy Coach and the coaching process. 2. Adapt behavioural styles to the learning style of the team member. 3. Understand the goals for supportive, developmental coaching interactions. 4. Apply the behaviours important in coaching. 5. Understand and apply the principles of giving effective feedback. 6. Understand the importance of accurate observation. 7. Conduct motivating coaching interactions to enhance performance effectiveness.
Methodology	<ul style="list-style-type: none"> • Group and individual exercises • Self- evaluation, reflection and action plan • Case studies • Role plays • Application project to ensure transfer from workshop to workplace.